End-of-Sale and End-of-Life Announcement for the Cisco Unified Contact Center Enterprise, Cisco Packaged Contact Center Enterprise, Cisco Unified Intelligent Contact Management Enterprise, and Cisco HCS for Contact Center 11.6

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Overview

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Cisco announces the end-of-sale and end-of-life dates for the Cisco Unified Contact Center Enterprise, Cisco Packaged Contact Center Enterprise, Cisco Unified Intelligent Contact Management Enterprise, and Cisco HCS for Contact Center 11.6. The last day to order the affected product(s) is September 10, 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.

This end-of-life announcement includes the 11.6 components bundled in the products: CCEH-MEDIA116-K9, CCEH-V116-K9-UPG=, ICMEH-MEDIA116-K9, ICMEH-V116-K9-UPG=, HCS-CC-MEDIA-116, and HCS-CC-PUT-116=. These components are:

- Cisco Finesse 11.6
- Cisco SocialMiner 11.6
- Cisco Enterprise Chat and Email (ECE) 11.6
- Cisco Unified Intelligence Center (CUIC) 11.6
- Cisco Unified Customer Voice Portal (CVP) 11.6
- Cisco Virtualized Voice Browser (VVB) 11.6
- Cisco Unified Contact Center Management Portal (CCMP) 11.6
- Cisco Unified Contact Center Domain Manager (CCDM) 11.6
- Cisco Computer Telephony Integration Object Server (CTIOS) 11.6

End-of-life milestones

Table 1. End-of-life milestones and dates for the Cisco Unified Contact Center Enterprise, Cisco Packaged Contact Center Enterprise, Cisco Unified Intelligent Contact Management Enterprise, and Cisco HCS for Contact Center 11.6

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.	March 12, 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.	September 10, 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.	December 9, 2020

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Milestone	Definition	Date
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.	September 10, 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.	September 10, 2021
End of Service Contract Renewal Date: App SW	The last date to extend or renew a service contract for the product.	December 7, 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.	September 30, 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
CVP-11.X	CVP 11.x Configuration P Delivery	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-11-BNDL-NFR	CVP 11.0 UC NFR Media and SRVR LIC	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-11-CC-150=	CVP 11.0 Call Director (includes Software) - 150 Ports	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-11-CC-300=	CVP 11.0 Call Director (includes Software) - 300 Ports	See the Product Migration Options section below for detailed information on replacing this product.	-	-

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End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
CVP-11-CC-600=	CVP 11.0 Call Director (includes Software) - 600 Ports	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-11-CC-850=	CVP 11.0 Call Director (includes Software) - 850 Ports	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-11-EVAL=	CVP 11.0 Evaluation License (90 Day Expiry)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-11-MEDIA=	CVP 11 Media Only	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-11-NFR=	CVP 11.0 Not-For-Resale	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-11-NFR-PAK	CVP 11 NFR PAK License	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-11-NPS=	CVP 11.0 Not-for-production system	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-11-NPS-PAK	CVP 11 NPS PAK License	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-11-PRD-UP=	CVP 11.x Upgrade (with media for 11.0, 11.5, and 11.6)	See the Product Migration Options section below for detailed information on replacing this product.	-	-

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End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
CVP-11-RPT-PRE	CVP 11.0 Report System - Premium	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-11-RPT-PRE=	CVP 11.0 Report System - Premium	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-11-SERVER-SW	CVP 11.0 Server Software (with media for 11.0 and 11.5)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-11X-FEAT-UPG	CVP 11.x CVP QT or IPIVR migration to CVP 11.0 E Delivery	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-11X-FEAT-U-PT	CVP 11.x Feature Upgrade Port License	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-11X-FEAT-U-RED	CVP 11.x Feature Upgrade Redundant Ports	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-11X-PTS	CVP 11.x Port License	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-11X-PTS-TOTAL	CVP 11.x Total No PT - Auto Gen value	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-11X-RED-ADD	CVP 11.x Additional Redundant Ports	See the Product Migration Options section below for detailed information on replacing this product.	-	-

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End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
CVP-11X-REDPT	CVP 11.x Redundant Ports	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-STU-11=	CVP 11.0 Studio	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-STU-11-EVAL	CVP 11.0 Studio Lic for EVAL	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-STU-11-NFR	CVP 11.0 Studio Lic for NFR	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-STU-11-PRD-UP=	CVP Studio 11.x Upgrade (with media for 11.0, 11.5, and 11.6	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-VVB-11-SW	VVB 11.X Server Software [Security Enabled]	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-VVB-11-SW-XU	VVB 11.X Server Software [Security Disabled]	See the Product Migration Options section below for detailed information on replacing this product.	-	-
HCS-CC-MEDIA-116	HCS-CC Upgrade Contact Center 11.6 Upgrade Media Set	See the Product Migration Options section below for detailed information on replacing this product.	-	-
HCS-CC-PUT-116=	HCS-CC Upgrade Contact Center 11.6 Upgrade Media Set	See the Product Migration Options section below for detailed information on replacing this product.	-	-

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End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
CCX10-11U-M-M-PACK	CCX 10 to 11 UPGRADE - MediaSense 10 Port Audio Session	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX10-11U-R-R-S1	CCX 10 to 11 UPGRADE - Recording License	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-10M-10-11=	CCX 10 to 11 UPGRADE - MS 10 Audio Port Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCX-UPG-REC-10-11=	CCX 10 to 11 UPGRADE - Recording License Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCEH-MEDIA116-K9	Media Kit for Unified CC Enterprise 11.6	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCEH-V116-K9-UPG=	UCCE SW Upgrade to 11.6 for SWSS Customers	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCE-PAC-CVP-LIC-11	CVP Server and Port License PAKs for v11	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCE-PAC-CVP-STU-11	Call Studio 11.0	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCE-PAC-IVRPORT-2X	CVP IVR Total No PT - Auto Gen value (Smart)	See the Product Migration Options section below for detailed information on replacing this product.	-	-

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End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
CCE-PAC-M1-V11.X	Packaged CCE Version 11.x	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCE-PAC-MIGRN=	CCE to PCCE Migration for 11.5 or later	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCE-V11.X	CCE Version Selector 11.X	See the Product Migration Options section below for detailed information on replacing this product.	-	-
ICME-BNT=	ICM Blind Network Transfer	See the Product Migration Options section below for detailed information on replacing this product.	-	-
ICME-BNT	ICM Blind Network Transfer	There is currently no replacement product available for this product.	-	-
ICME-BNT-LC	ICM Blind Network Transfer	See the Product Migration Options section below for detailed information on replacing this product.	-	-
ICME-BNT-LC=	ICM Blind Network Transfer	See the Product Migration Options section below for detailed information on replacing this product.	-	-
ICMEH-MEDIA116-K9	Media Kit for Unified ICM Enterprise 11.6	See the Product Migration Options section below for detailed information on replacing this product.	-	-
ICMEH-V115-K9-UPG=	ICM SW Upgrade to 11.5 for SWSS Customers	See the Product Migration Options section below for detailed information on replacing this product.	-	-

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End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
ICMEH-V116-K9-UPG=	ICM SW Upgrade to 11.6 for SWSS Customers	See the Product Migration Options section below for detailed information on replacing this product.	-	-
ICME-PG-IPCCEE2=	IPCC GATEWAY FOR IPCC ENTERPRISE 2	See the Product Migration Options section below for detailed information on replacing this product.	-	-
ICME-PG-IPCCEE2	IPCC GATEWAY FOR IPCC ENTERPRISE 2	There is currently no replacement product available for this product.	-	-
ICME-SIEBEL	Cisco Siebel Connector for Desktop Agent	See the Product Migration Options section below for detailed information on replacing this product.	-	-
ICME-SIEBEL-LC	Cisco Siebel Conn. for Desktop Agent License Cert	See the Product Migration Options section below for detailed information on replacing this product.	-	-
ICME-REGAGT-LC	Regular ICM Agent License Certificate	See the Product Migration Options section below for detailed information on replacing this product.	-	-
ICMH-ADV1CPS-LC	ICM HOSTED ADVANCED SERVICES THROUGHPUT LICENSE CERTIFICATE	See the Product Migration Options section below for detailed information on replacing this product.	-	-
ICME-V11.6	ICM V11.6 Version Selector	See the Product Migration Options section below for detailed information on replacing this product.	-	-
ICMH-NICMODMIN	ICM HOSTED NIC MODIFICATIONS - MINIMAL	See the Product Migration Options section below for detailed information on replacing this product.	-	-

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End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
IPCE-ENHPROMO	CC Enterprise Promotion for CC Express Enhanced Customers	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCE-ICMPROMO	IPCC Enterprise Promotion for ICM customers	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCE-MULTICHANNEL	CCE Multichannel Options	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCE-PROMOSVR	ICM to UCCE Promotion - Enterprise Server License	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCEH-SM-V100-K9	Media kit for SocialMiner 10.0	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCEH-V115-K9-UPG=	UCCE SW Upgrade to 11.5 for SWSS Customers	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-HSTD-CC-VAGNT	HCS for Contact Center Voice Agent License Subscription	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCE-AGENTS-LC	UCC Enterprise Agent Licenses	IPCE-GROUP	CCE Selection Group	-
IPCE-DIALPORT	IPCC ENTERPRISE OUTBOUND DIALER PORT Option	IPCE-GROUP	CCE Selection Group	-

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Product migration options

Customers using Cisco Unified Contact Center Enterprise, Cisco Packaged Contact Center Enterprise, or Cisco Unified Intelligent Contact Management Enterprise 11.6 should upgrade to a later supported release using either their Cisco Software Support Service (SWSS) contract, or alternatively transition to a Cisco Collaboration Flex Plan Contact Center subscription.

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
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