End-of-Sale and End-of-Life Announcement for the Cisco FLEX Subscription v12.0 for Unified Contact Center Enterprise, Packaged Contact Center Enterprise, Customer Voice Protocol, and Hosted Collaboration Solution for Contact Center

© 2021 Cisco and/or its affiliates. All rights reserved.

Contents

Overview 3

End-of-life milestones 3

Product part numbers 4

Product migration options 5

For more information 5

© 2021 Cisco and/or its affiliates. All rights reserved.

Overview

EOL13736

Cisco announces the end-of-sale and end-of life dates for the Cisco FLEX Subscription v12.0 for Unified Contact Center Enterprise, Packaged Contact Center Enterprise, Customer Voice Protocol, and Hosted Collaboration Solution for Contact Center. The last day to order the affected product(s) is April 23, 2021. The last day to renew an existing subscription is April 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 the latest version of the product Cisco Collaboration Flex Plan Contact Center (A-FLEX-CC) .

The links to this ordering guide is below:

Cisco Collaboration Flex Plan Contact Center Ordering Guide (A-FLEX-CC):
https://www.cisco.com/c/dam/en/us/products/collateral/customer-collaboration/guide-c07-741219.pdf

End-of-life milestones

Table 1. End-of-Life Milestones and Dates for the Cisco FLEX Subscription v12.0 for Unified Contact Center Enterprise, Packaged Contact Center Enterprise, Customer Voice Protocol, and Hosted Collaboration Solution for Contact Center

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 23, 2021
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.	April 23, 2021
End of SW Maintenance Releases Date : Subscription	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.	April 23, 2022
End of Change/Renewal Date * : Subscription	The last date to Renew an existing subscription.	April 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.	April 30, 2024

© 2021 Cisco and/or its affiliates. All rights reserved.

The milestone dates are aligned with the software bulletin EOL13640

*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.

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-FLEX-HJEP-AGT12X	Hosted HCS-CCE Premium Agent License v12.0	A-FLEX-HJEPAGT12.5	Hosted HCS-CCE Premium Agent License v12.5	-
A-FLEX-HJES-AGT12X	Hosted HCS-CCE Standard Agent License v12.0	A-FLEX-HJESAGT12.5	Hosted HCS-CCE Standard Agent License v12.5	-
A-FLEX-01-12X-K9	On-Premises UCCE Standard Media Kit v12.0	A-FLEX-01-12.5-K9	On-Premises UCCE Standard Media Kit v12.5	-
A-FLEX-02-12X-K9	On-Premises UCCE Premium Media Kit v12.0	A-FLEX-02-12.5-K9	On-Premises UCCE Premium Media Kit v12.5	-
A-FLEX-03-12X-K9	On-Premises PCCE Standard Media Kit v12	A-FLEX-03-12.5-K9	On-Premises PCCE Standard Media Kit v12.5	-
A-FLEX-04-12X-K9	On-Premises PCCE Premium Media Kit v12.0	A-FLEX-04-12.5-K9	On-Premises PCCE Premium Media Kit v12.5	-
A-FLEX-06-12X-K9	VVB Security Enabled Media Kit v12.0	A-FLEX-06-12.5-K9	VVB Security Enabled Media Kit v12.5	-
A-FLEX-07-12X-K9	VVB Security Disabled Media Kit v12.0	A-FLEX-07-12.5-K9	VVB Security Disabled Media Kit v12.5	-
A-FLEX-CVP-RPT-12X	CVP Report Server License v12.0	A-FLEX-CVPRPT-12.5	CVP Report Server License 12.5	-
A-FLEX-PJE-CVP-12X	On-Prem UCCE Customer Voice Portal (CVP) Port License v12.0	A-FLEX-PJECVP-12.5	On-Prem UCCE Customer Voice Portal (CVP) Port License v12.5	-
A-FLEX-PJEP-AGT12X	On-Premises UCCE Premium Agent License v12.0	A-FLEX-PJEPAGT12.5	On-Premises UCCE Premium Agent License v12.5	-
A-FLEX-PJES-AGT12X	On-Premises UCCE Standard Agent License v12.0	A-FLEX-PJESAGT12.5	On-Premises UCCE Standard Agent License v12.5	-
A-FLEX-PJP-CVP-12X	On-Prem PCCE Customer Voice Portal (CVP) Port License v12.0	A-FLEX-PJPCVP-12.5	On-Prem PCCE Customer Voice Portal (CVP) Port License v12.5	-

© 2021 Cisco and/or its affiliates. All rights reserved.

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
A-FLEX-PJPP-AGT12X	On-Premises PCCE Premium Agent License v12.0	A-FLEX-PJPPAGT12.5	On-Premises PCCE Premium Agent License v12.5	-
A-FLEX-PJPS-AGT12X	On-Premises PCCE Standard Agent License v12.0	A-FLEX-PJPSAGT12.5	On-Premises PCCE Standard Agent License v12.5	-

Product migration options

Customers are encouraged to migrate to the latest version of the product Cisco Collaboration Flex Plan Contact Center (A-FLEX-CC).

The links to this ordering guide is below:

Cisco Collaboration Flex Plan Contact Center Ordering Guide (A-FLEX-CC):
https://www.cisco.com/c/dam/en/us/products/collateral/customer-collaboration/guide-c07-741219.pdf

For more information

For more information about the Cisco End-of-Life Policy, go to:
http://www.cisco.com/en/US/products/products_end-of-life_policy.html

For more information about the Cisco Product Warranties, go to:
http://www.cisco.com/en/US/products/prod_warranties_listing.html

To subscribe to receive end-of-life/end-of-sale information, go to:
http://www.cisco.com/cisco/support/notifications.html

Any authorized translation issued by Cisco Systems or affiliates of this end-of-life Product Bulletin is intended to help customers understand the content described in the English version. This translation is the result of a commercially reasonable effort; however, if there are discrepancies between the English version and the translated document, please refer to the English version, which is considered authoritative.

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

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at **https://www.cisco.com/go/offices**.

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: https://www.cisco.com/go/trademarks. Third-party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1110R)

Printed in USA C51-744783-01 06/21

© 2021 Cisco and/or its affiliates. All rights reserved.