End-of-Sale and End-of-Life Announcement for the Cisco FLEX Subscription 11.x for Unified Contact Center Enterprise, Packaged Contact Center Enterprise, Customer Voice Protocol, and Hosted Collaboration Solution for Contact Center

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Overview

EOL13735

Cisco announces the end-of-sale and end-of life dates for the Cisco FLEX Subscription 11.x 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 11.x 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 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.	September 30, 2023

*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.

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**The projected subscription term end date for new or changing subscriptions needs to be on or before the Last Date of Support. The milestone dates are aligned with the software bulletin EOL13457.

The milestone dates are aligned with the software bulletin EOL13368.

Refer to this bulletin for additional information: https://www.cisco.com/c/en/us/products/collateral/customer-collaboration/unified-contact-center-enterprise/eos-eol-notice-c51-743555.html

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-AGT11X	Hosted HCS-CCE Premium Agent License v11	A-FLEX-HJEPAGT12.5	Hosted HCS-CCE Premium Agent License v12.5	-
A-FLEX-HJES-AGT11X	Hosted HCS-CCE Standard Agent License v11	A-FLEX-HJESAGT12.5	Hosted HCS-CCE Standard Agent License v12.5	-
A-FLEX-01-11X-K9	On-Premises UCCE Standard Media Kit v11	A-FLEX-01-12.5-K9	On-Premises UCCE Standard Media Kit v12.5	-
A-FLEX-02-11X-K9	On-Premises UCCE Premium Media Kit v11	A-FLEX-02-12.5-K9	On-Premises UCCE Premium Media Kit v12.5	-
A-FLEX-03-11X-K9	On-Premises PCCE Standard Media Kit v11	A-FLEX-03-12.5-K9	On-Premises PCCE Standard Media Kit v12.5	-
A-FLEX-04-11X-K9	On-Premises PCCE Premium Media Kit v11	A-FLEX-04-12.5-K9	On-Premises PCCE Premium Media Kit v12.5	-
A-FLEX-06-11X-K9	VVB Security Enabled Media Kit v11	A-FLEX-06-12.5-K9	VVB Security Enabled Media Kit v12.5	-
A-FLEX-07-11X-K9	VVB Security Disabled Media Kit v11	A-FLEX-07-12.5-K9	VVB Security Disabled Media Kit v12.5	-
A-FLEX-CVP-RPT-11X	Customer Voice Portal (CVP) Report Server License	A-FLEX-CVPRPT-12.5	CVP Report Server License 12.5	-
A-FLEX-PJE-CVP-11X	On-Premises UCCE (CVP) Port License v11	A-FLEX-PJECVP-12.5	On-Prem UCCE Customer Voice Portal (CVP) Port License v12.5	-
A-FLEX-PJEP-AGT11X	On-Premises UCCE Premium Agent License v11	A-FLEX-PJEPAGT12.5	On-Premises UCCE Premium Agent License v12.5	-
A-FLEX-PJES-AGT11X	On-Premises UCCE Standard Agent License v11	A-FLEX-PJESAGT12.5	On-Premises UCCE Standard Agent License v12.5	-
A-FLEX-PJP-CVP-11X	On-Premises PCCE (CVP) Port License v11	A-FLEX-PJPCVP-12.5	On-Prem PCCE Customer Voice Portal (CVP) Port License v12.5	-

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End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
A-FLEX-PJPP-AGT11X	On-Premises PCCE Premium Agent License v11	A-FLEX-PJPPAGT12.5	On-Premises PCCE Premium Agent License v12.5	-
A-FLEX-PJPS-AGT11X	On-Premises PCCE Standard Agent License v11	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

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