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 12.0

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Overview

EOL13640

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 12.0. The last day to order the affected product(s) is April 23, 2021 . 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 12.0 components bundled in the products: CCEH-MEDIA120-K9, ICMEH-MEDIA120-K9, ICMEH-V120-K9-UPG=, HCS-CC-MEDIA-120, and HCS-CC-PUT-120=.

These components are:

- Cisco Finesse 12.0
- Cisco SocialMiner 12.0
- Cisco Enterprise Chat and Email (ECE) 12.0
- Cisco Unified Intelligence Center (CUIC) 12.0
- Cisco Unified Customer Voice Portal (CVP) 12.0
- Cisco Virtualized Voice Browser (VVB) 12.0
- Cisco Unified Contact Center Management Portal (CCMP) 12.0
- Cisco Unified Contact Center Domain Manager (CCDM) 12.0
- Cisco Computer Telephony Integration Object Server (CTIOS) 12.0

Customers using Cisco Unified Contact Center Enterprise, Cisco Packaged Contact Center Enterprise, or Cisco Unified Intelligent Contact Management Enterprise 12.0 are encouraged to migrate to subsequent versions of the product using Cisco Collaboration Flex Plan Contact Center (A-FLEX-CC).

The link to the ordering guide for the subscription 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

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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 12.0

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 : 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.	April 23, 2021
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.	May 15, 2021
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.	April 23, 2022
End of Service Contract Renewal Date : App SW	The last date to extend or renew a service contract for the product.	July 20, 2023
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.	April 30, 2024

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
CCE-PAC-AGENT	CCE Packaged Agent v12.0 and prior releases	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCE-PAC-CVP-LIC-12	CVP Server and Port License PAKs v12.0	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCE-PAC-CVP-STU-12	Call Studio 12.0	See the Product Migration Options section below for detailed information on replacing this	-	-

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End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
		product.		
CCE-PAC-M1-V12.X	Packaged CCE Version 12.0	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCE-V12.0	CCE Version Selector 12.0	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCEH-MEDIA120-K9	Media Kit for Unified CC Enterprise 12.0	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CUIC-V-LAB-PAK	Licensing PAK For Lab System	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-12-BNDL-NFR	CVP 12.x UC NFR Media and Server License	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-12-CC-150=	CVP 12.x Call Director (includes Software) - 150 Ports	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-12-CC-300=	CVP 12.x Call Director (includes Software) - 300 Ports	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-12-CC-600=	CVP 12.x Call Director (includes Software) - 600 Ports	See the Product Migration Options section below for detailed information on replacing this	-	-

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End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
		product.		
CVP-12-CC-850=	CVP 12.x Call Director (includes Software) - 850 Ports	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-12-EVAL=	CVP 12.x Evaluation License (90 Day Expiry)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-12-MEDIA=	CVP 12 Media Only	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-12-NFR-PAK	CVP 12 NFR PAK License	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-12-NFR=	CVP 12.x Not-For-Resale	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-12-NPS-PAK	CVP 12 NPS PAK License	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-12-NPS=	CVP 12.x Not-for-production system	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-12-PRD-UP=	CVP 12.0 Upgrade	See the Product Migration Options section below for detailed information on replacing this	-	-

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End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
		product.		
CVP-12-RPT-PRE	CVP 12.x Report System - Premium	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-12-RPT-PRE=	CVP 12.x Report System - Premium	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-12-SERVER-SW	CVP 12.0 Server Software	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-12.X	CVP Configuration 12.0	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-12X-FEAT-U-PT	CVP 12.x Feature Upgrade Port License	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-12X-FEAT-UPG	CVP 12.x CVP QT or IPIVR migration to CVP 12.x E Delivery	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-12X-PTS	CVP 12.x Port License	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-12X-PTS-TOTAL	CVP 12.0 Total No PT - Auto Gen value	See the Product Migration Options section below for detailed information on replacing this	-	-

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End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
		product.		
CVP-12X-RED-ADD	CVP 12.x Additional Redundant Ports	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-12X-REDPT	CVP 12.x Redundant Ports	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-STU-12-NFR	CVP 12.0 Studio Lic for NFR	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-STU-12-PRD-UP=	CVP Studio 12.x Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-STU-12=	CVP 12.0 Studio	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-VVB-12-SW	VVB 12.X Server Software [Security Enabled]	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-VVB-12-SW-XU	VVB 12.X Server Software [Security Disabled]	See the Product Migration Options section below for detailed information on replacing this product.	-	-
HCS-CC-MEDIA-120	HCS-CC Upgrade Contact Center 12.0 Upgrade Media Set	See the Product Migration Options section below for detailed information on replacing this	-	-

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End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
		product.		
HCS-CC-PUT-120=	HCS-CC Upgrade Contact Center 12.0 Upgrade Media Set	See the Product Migration Options section below for detailed information on replacing this product.	-	-
ICME-CTITOOLKIT	CTI Toolkit for Regular ICM Agent	See the Product Migration Options section below for detailed information on replacing this product.	-	-
ICME-IVRPRT-T1-L	ICM ENTERPRISE THIRD PARTY IVR PORT - TIER 1	See the Product Migration Options section below for detailed information on replacing this product.	-	-
ICME-IVRPRT-T2-L	ICM ENTERPRISE THIRD PARTY IVR PORT - TIER 2	See the Product Migration Options section below for detailed information on replacing this product.	-	-
ICME-IVRPRT-T3-L	ICM ENTERPRISE THIRD PARTY IVR PORT - TIER 3	See the Product Migration Options section below for detailed information on replacing this product.	-	-
ICME-IVRPRT-T4-L	ICM ENTERPRISE THIRD PARTY IVR PORT - TIER 4	See the Product Migration Options section below for detailed information on replacing this product.	-	-
ICME-PG-02	ICM ENTERPRISE ASPECT CALL CENTER PG	See the Product Migration Options section below for detailed information on replacing this product.	-	-
ICME-PG-03	ICM ENTERPRISE ASPECT CONTACT SERVER PG	See the Product Migration Options section below for detailed information on replacing this	-	-

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End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
		product.		
ICME-PG-04	ICM ENTERPRISE AVAYA CMS PG	See the Product Migration Options section below for detailed information on replacing this product.	-	-
ICME-PG-05	ICM ENTERPRISE AVAYA CMS-LESS PG	See the Product Migration Options section below for detailed information on replacing this product.	-	-
ICME-PG-11	ICM ENTERPRISE NORTEL SYMPOSIUM PG (INCLUDES AAS)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
ICME-REGAGT-T1	Regular ICM Agent Licenses - Tier 1	See the Product Migration Options section below for detailed information on replacing this product.	-	-
ICME-REGAGT-T2	Regular ICM Agent Licenses - Tier 2	See the Product Migration Options section below for detailed information on replacing this product.	-	-
ICME-REGAGT-T3	Regular ICM Agent Licenses - Tier 3	See the Product Migration Options section below for detailed information on replacing this product.	-	-
ICME-REGAGT-T4	Regular ICM Agent Licenses - Tier 4	See the Product Migration Options section below for detailed information on replacing this product.	-	-
ICME-V12.0	ICM V12.0 Version Selector	See the Product Migration Options section below for detailed information on replacing this	-	-

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End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
		product.		
ICMEH-MEDIA120-K9	Media Kit for Unified ICM Enterprise 12.0	See the Product Migration Options section below for detailed information on replacing this product.	-	-
ICMEH-V120-K9-UPG=	ICM SW Upgrade to 12.0 for SWSS Customers	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCE-DIALPORT-L	IPCC ENTERPRISE OUTBOUND DIALER PORT v12 and earlier	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCE-PREMAGT-L	IPCC ENTERPRISE PREMIUM AGENT v12.0 and earlier	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCE-SVR	UCC Enterprise Server License for v12 or prior releases	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCEH-CUIC-TRIAL	License for Cisco Unified Intelligence Center Trial(Temporar	There is currently no replacement product available for this product.	-	-
CCEH-V120-K9-UPG=	UCCE SW Upgrade to 12.0 for SWSS Customers	There is currently no replacement product available for this product.	-	-
CUIC-NPS	Non-production SKUS for Cisco Unified Intelligence Center	There is currently no replacement product available for this product.	-	-
CUIC-TRIAL-PAK	Intelligence Center Trial License PAK	There is currently no replacement product available for this product.	-	-

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End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
CUIC-V-TRIAL-PAK	Licensing PAK For CUIC Trial System - UCS or MCS	There is currently no replacement product available for this product.	-	-

Product migration options

Customers using Cisco Unified Contact Center Enterprise, Cisco Packaged Contact Center Enterprise, or Cisco Unified Intelligent Contact Management Enterprise 12.0 are encouraged to migrate to subsequent versions of the product using Cisco Collaboration Flex Plan Contact Center (A-FLEX-CC).

The link to the ordering guide for the subscription 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

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 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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Printed in USA C51- 744787-00 01/21

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