End-of-Sale and End-of-Life Announcement for the Cisco Collaboration Flex Plan for Contact Center v2.0 Offer (Legacy / A-FLEX-CC)

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Overview

EOL15826 - Amended

Cisco announces the end-of-sale and end-of-life dates for the Cisco Collaboration Flex Plan for Contact Center v2.0 Offer (Legacy / A-FLEX-CC). The last day to order the affected product(s) is August 1, 2026. The last day to renew or add to an existing subscription is July 31, 2027. 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.

End-of-life milestones

Table 1. End-of-life milestones and dates for the Cisco Collaboration Flex Plan for Contact Center v2.0 Offer (Legacy / A-FLEX-CC)

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 31, 2026
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.	August 1, 2026
Last Ship Date: Subscription	The last-possible ship date that can be requested of Cisco and/or its contract manufacturers. Actual ship date is dependent on lead time.	August 1, 2026
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.	August 1, 2027
End of New Service Attachment Date: Subscription	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.	August 1, 2026
End of Service Contract Renewal Date: Subscription	The last date to extend or renew a service contract for the product.	July 31, 2027
End of Change/Renewal Date*: Subscription	The last date to Renew or Add to an existing subscription.	July 31, 2027

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Milestone	Definition	Date
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.	July 31, 2028

[*]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	Migration Product Part Number	Migration Product Description	Additional Information
A-CC-ARC-M-ENT	Archive Storage Entitlement	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-CC-CR-M-ENT	Call Recording with WFO Entitlement	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-CC-IVRS-ENT	Speech Enabled IVR Port Entitlement	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-CC-NCMC-ENT	Campaign Management Concurrent Agent Entitlement	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-CC-NCMN-ENT	Campaign Management Named Agent Entitlement	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	Migration Product Part Number	Migration Product Description	Additional Information
A-CC-NQM-ENT	Quality Management Named Agent Entitlement	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-CC-NQM-M-ENT	Quality Management Named Agent Entitlement	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-CC-NWFA-ENT	WFO Analyitics Named Agent Entitlement	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-CC-NWFA-M-ENT	WFO Analyitics Named Agent Entitlement	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-CC-NWFB-ENT	WFO Bundle Named Agent Entitlement	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-CC-NWFB-M-ENT	WFO Bundle Named Agent Entitlement	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-CC-NWFM-ENT	Workforce Management Named Agent Entitlement	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-CC-NWFM-M-ENT	Workforce Management Named Agent Entitlement	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	Migration Product Part Number	Migration Product Description	Additional Information
A-CC-NWFT-ENT	WFO Analytics with Transcription Named Agent Entitlement	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-CC-NWFT-M-ENT	WFO Analytics with Transcription Named Agent Entitlement	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-CC-RS-ENT	Additional Recording Storage Entitlement	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-CC-RTS-M-ENT	Real Time Storage Entitlement	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-CJP-ANP-AGT-ENT	Webex Contact Center Named Premium Agent Entitlement	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-CJP-ANS-AGT-ENT	Webex Contact Center Named Standard Agent Entitlement	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-CJP-CNPN	Webex Contact Center Premium Named Agent	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-CJP-CNPN-O	Webex Contact Center Premium Named Agent Overage	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	Migration Product Part Number	Migration Product Description	Additional Information
A-CJP-CNSN	Webex Contact Center Standard Named Agent	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-CJP-CNSN-O	Webex Contact Center Standard Named Agent Overage	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-CJP-NCMN	Campaign Management Named Agent	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-CJP-NCMN-O	Campaign Management Named Agent Overage	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-AGENT-ENT	Flex CC Cloud Agent Entitlement	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-ARC	Archive Storage 50GB Monthly	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-ARC-O	Archive Storage Overage per 50GB	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-CC	Flex Contact Center	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	Migration Product Part Number	Migration Product Description	Additional Information
A-FLEX-CJIVR	WxCC Additional Cisco IVR Ports	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-CJIVR-O	WxCC Additional IVR Ports Overage	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-CJNPC	Webex Contact Center Premium Concurrent Agent	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-CJNPC-O	Webex Contact Center Premium Concurrent Agent Overage	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-CJNSC	Webex Contact Center Standard Concurrent Agent	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-CJNSC-O	Webex Contact Center Standard Concurrent Agent Overage	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-CR	Call Recording with WFO	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-CR-O	Call Recording for WFO Overage	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	Migration Product Part Number	Migration Product Description	Additional Information
A-FLEX-DC-BOT	Digital Channels Bot Session	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-DC-U-MSG	Digital Channels-Uncommitted Messaging Usage	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-DC-U-NUM	Digital Channels-Uncommitted Phone Number Usage	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-G-P-ENT	Flex CC On Premise Entitlement CCAI Powered by Google Cloud	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-NCMC	Campaign Management Concurrent Agent	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-NCMC-O	Campaign Management Concurrent Agent Overage	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-NQM	Quality Management Named Agent	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-NQM-O	Quality Management Named Agent Overage	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	Migration Product Part Number	Migration Product Description	Additional Information
A-FLEX-NWFA	WFO Analyitics Named Agent	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-NWFA-O	WFO Analyitics Named Agent Overage	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-NWFB	WFO Bundle Named Agent	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-NWFB-O	WFO Bundle Named Agent Overage	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-NWFM	Workforce Management Named Agent	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-NWFM-O	Workforce Management Named Agent Overage	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-NWFM2	Workforce Management Named Agent	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-NWFM2-O	Workforce Management Named Agent Overage	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	Migration Product Part Number	Migration Product Description	Additional Information
A-FLEX-NWFT	WFO Analytics with Transcription Named Agent	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-NWFT-O	WFO Analytics with Transcription Named Agent Overage	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-PJEPC	Flex CC On-Premises UCCE Premium Concurrent Agent	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-PJESC	Flex CC On-Premises UCCE Standard Concurrent Agent	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-PJIVR	Flex CC On-Premises CVP IVR Port	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-PJPPC	Flex CC On-Premises PCCE Premium Concurrent Agent	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-PJPSC	Flex CC On-Premises PCCE Standard Concurrent Agent	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-PJXPC	Flex CC On-Premises UCCX Premium Concurrent Agent	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	Migration Product Part Number	Migration Product Description	Additional Information
A-FLEX-PJXSC	Flex CC On-Premises UCCX Standard Concurrent Agent	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-RS	Additional Recording Storage - Months Committed	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-RS-HR	Additional Recording Storage Hour Overage	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-RTS	Real Time Storage per 50GB	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-RTS-O	Real Time Storage Overage	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-WCC-DID	Webex Contact Center PSTN Audio Toll Inbound	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-WCC-DID-O	Webex Contact Center PSTN Audio Toll Inbound Overage	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-WCC-TF	Webex Contact Center PSTN Audio Toll Free Inbound	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	Migration Product Part Number	Migration Product Description	Additional Information
A-FLEX-WCC-TF-O	Webex Contact Center PSTN Audio Toll Free Inbound Overage	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-WCCE-ADDON	WxCCE Addon Entitlements	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-WCCE-CVP	WxCCE Additional Cisco CVP Ports	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-WCCE-CVP-O	WxCCE Additional CVP Ports Overage	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-WCCEPC	WxCCE Premium Agents	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-WCCEPC-O	WxCCE Premium Agent Overage	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-WCCESC	WxCCE Standard Agent	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-WCCESC-O	WxCCE Standard Agent Overage	See the Product Migration Options section below for detailed information on replacing this product.	-	-

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Product migration options

Cisco Collaboration Flex 3.0 Contact Center offer (A-FLEX-3-CC) is an evolution of A-FLEX-CC. This is the offer construct for the latest Contact Center products, including the latest AI solutions, with more flexible consumption models. Customers will retain all existing product capabilities during the offer transition and can easily upgrade their subscriptions at time of renewal or at an earlier convenient time with a simple subscription modification. Customers and partners can consult The Cisco Collaboration Flex Plan 3.0 Contact Center Data Sheet for the latest offer benefits.

For more information

For more information about the Cisco End-of-Life Policy, go to: https://www.cisco.com/c/en/us/products/eos-eol-policy.html.

For more information about the Cisco Product Warranties, go to: https://www.cisco.com/c/en/us/products/warranty-listing.html.

To subscribe to receive end-of-life/end-of-sale information, go to: https://cway.cisco.com/mynotifications.

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San Jose, CA

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