End-of-Sale and End-of-Life Announcement for the Perpetual Licensing for Cisco Unified Contact Center Enterprise, Packaged Contact Center Enterprise, Customer Voice Protocol, and HCS for Contact Center - Replaced by Flex Contact Center

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Overview

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Cisco announces the end-of-sale and end-of-life dates for the Perpetual Licensing for Cisco Unified Contact Center Enterprise, Packaged Contact Center Enterprise, Customer Voice Protocol, and HCS for Contact Center - Replaced by Flex Contact Center. The last day to order the affected product(s) is August 1, 2022. 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.

Cisco is committed to long-term support for our customers with on-premises and Partner Hosted Contact Center deployments. Collaboration Flex Plan for Contact Center supports multiple deployment models: On-premises, partner hosted, and cloud. Some of the customer benefits of Flex Plan include:

- Flexible payment methods – monthly, annual, and full
- Software Support that is included - never find yourself uncovered
- Simplified licensing structure
- Better license entitlements to Cisco Collaboration solutions
- An easy migration to the cloud

The perpetual licensing included in this EOL announcement (Replaced by Flex Contact Center) is:

- Unified Contact Center Enterprise (UCCE)
- Packaged Contact Center Express (PCCE)
- Customer Voice Protocol (CVP)
- Hosted Collaboration Solution for Contact Center (HCS-CC)

This EOL announcement pertains to all versions of the products above.

NOTE: The following products will continue to be available under perpetual licensing:

- Intelligent Contact Management (ICM)
- Non-Production Systems (NPS) kit for UCCE
- Enterprise Agreement for Contact Center

For more information about Collaboration Flex Plan for Contact Center, reference the ordering guides at this link: https://www.cisco.com/c/en/us/partners/tools/collaboration-ordering-guides.html

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End-of-life milestones

Table 1. End-of-life milestones and dates for the Perpetual Licensing for Cisco Unified Contact Center Enterprise, Packaged Contact Center Enterprise, Customer Voice Protocol, and HCS for Contact Center - Replaced by Flex 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 31, 2022
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.	August 1, 2022
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.	October 30, 2022
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.	August 1, 2022
End of Service Contract Renewal Date: App SW	The last date to extend or renew a service contract for the product.	August 1, 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.	July 31, 2024

HW = Hardware OS SW = Operating System Software App. SW = Application Software

The last day to attach or renew multiyear Software Support Services (SWSS) for perpetual Contact Center is August 1, 2022. Only single year contracts will be available after this date. Customers who need additional licensing and / or to renew software support should move to FLEX Contact Center.

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-CVP-STU125	Call Studio 12.5	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCE-PAC-VVB-MIGRN	Migration SKU for IOS to Virtual Voice Browser license	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-125-BDL-NPS-CP	CVP 12.5 NPS Kit for Partners	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-125-MEDIA=	CVP 12.5 Media Only	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-125-RPT-PRE	CVP 12.5 Report System - Premium (Smart)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-125-RPT-PRE=	CVP 12.5 Report System - Premium (Smart)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-125-SRV	CVP 12.5 Server Software (Smart)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-125-STU-UP=	CVP Studio Upgrade 12.5	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-125-VVB-MED	VVB 12.5 Server Software [Security Disabled]	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-125-VVB-SECMED	VVB 12.5 Server Software [Security Enabled]	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-EVAL-KIT=	CVP 12.5 Evaluation License (90 Day Expir)	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-GROUP	CVP Configuration 12.5 Onwards (Smart)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-IPIVR-MIG	CVP 12.5 CVP QT or IPIVR migration to CVP 12.0 E Delivery	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-IPIVR-MIG-PORT	CVP 12.5 Feature Upgrade Port License	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-IVRPORT	CVP Port License (Smart)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-NFR-KIT=	CVP Not-For-Resale 12.5 onwards	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-PRD-UP=	CVP Upgrade (PUT)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-PTS-VVB-MIGRN=	Migration to CVP Ports with Voice Browser/ License	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-STU-125-NPS	CVP 12.5 Studio for NPS	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-STU-125=	CVP Studio 12.5 (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
CVP-UP	SIP Trunk Port (Smart)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-BUNDLE	Unified Cisco Voice Protocol Bundle	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCE-PAC-ADDON	Packaged CCE Add-Ons	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCE-PAC-AGENT-SL	CCE Packaged Agent for v12.5 onwards (Smart)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCE-PAC-IVRPORT	CVP IVR Total No PT - Auto Gen value (Smart)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCE-PAC-M1	CCE and CVP Deployment Package M1	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCE-PAC-M1-V12.5	Packaged CCE Version 12.5	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCE-V12.5	CCE Version Selector 12.5	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCEH-MEDIA125-K9	Media Kit for Unified CC Enterprise 12.5	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
HCS-CC	HCS And CCaaS Contact Center	See the Product Migration Options section below for detailed information on replacing this product.	-	-
HCS-CC-AGNT	HCS for Contact Center Agent	See the Product Migration Options section below for detailed information on replacing this product.	-	-
HCS-CC-AGNT-LE	HCS-CC Agent Large Enterprise	See the Product Migration Options section below for detailed information on replacing this product.	-	-
HCS-CC-AGNT-PSE	HCS-CC Agent Public Sector	See the Product Migration Options section below for detailed information on replacing this product.	-	-
HCS-CC-AGT-BST	HCS for Contact Center Burst license	See the Product Migration Options section below for detailed information on replacing this product.	-	-
HCS-CC-DIALPT	HCS-CC DIALER PORT	See the Product Migration Options section below for detailed information on replacing this product.	-	-
HCS-CC-IVR-PT	HCS for Contact Center IVR port	See the Product Migration Options section below for detailed information on replacing this product.	-	-
HCS-CC-LC	HCS-CC LICENSE SHEET	See the Product Migration Options section below for detailed information on replacing this product.	-	-
HCS-CC-MEDIA-125	HCS-CC Upgrade Contact Center 12.5 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
HCS-CC-MIG-AGT	HCS for Contact Center Displacement (See Ordering Guide)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
HCS-CC-MIG-UCC	HCS for Contact Center UCCX or UCCE Migration	See the Product Migration Options section below for detailed information on replacing this product.	-	-
HCS-CC-VVXML-AGU	HCS-CC Contact Center Agent Upgrade To VoiceXML Browser	See the Product Migration Options section below for detailed information on replacing this product.	-	-
HCS-CC-VVXML-IVU	HCS-CC Contact Center IVR Upgrade To VoiceXML Browser	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCE-DIALPORT-SL	IPCC Enterprise Outbound Dialer Port (Smart) 12.5 onwards	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCE-GROUP	CCE Selection Group	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCE-NPSENT-CP	IPCC Enterprise Non-Production Suite Channel Partner	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCE-PREMAGT-SL	IPCC Enterprise Premium Agent (Smart) v12.5 onwards	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCE-SVR-125-SL	UCCE Enterprise Server License for v12.5 (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
PCCE-SVR-125-SL	PCCE Enterprise Server License for v12.5 (Smart)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCE-PAC-BUNDLE	Packaged CCE	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCE-BUNDLE	Unified Contact Center Enterprise Bundle	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CCEH-V125-K9-UPG=	UCCE SW Upgrade to 12.0 for SWSS Customers	See the Product Migration Options section below for detailed information on replacing this product.	-	-
HCS-CC-PUT-125=	HCS-CC Upgrade Contact Center 12.5 Upgrade Media Set	See the Product Migration Options section below for detailed information on replacing this product.	-	-

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Product migration options

Customers should migrate from Cisco Contact Center perpetual licenses with Software Service and Support (SWSS) to equivalent entitlements available through Collaboration Flex Plan for Contact Center. For more information about Collaboration Flex Plan for Contact Center reference the Ordering Guides at this link: https://www.cisco.com/c/en/us/partners/tools/collaboration-ordering-guides.html.

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: 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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