



The bridge to possible

Product End-of-Life Notice

Cisco public

End-of-Sale and End-of-Life Announcement for Cisco Unified Workforce Optimization



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Overview

EOL13478

Cisco announces the end-of-sale and end-of-life dates for Cisco Unified Workforce Optimization. The last day to order the affected product(s) is August 1, 2020. [Cisco Webex Workforce Optimization](#), with new, enhanced functionality, is now available as a product migration option for Cisco Unified Workforce Optimization.

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.

End-of-life milestones

Table 1. End-of-life milestones and dates for the Cisco Unified Workforce Optimization

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.	July 1, 2020
End-of-Sale Date: App SW, License	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, 2020
Last Ship Date: App SW, License	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 31, 2020
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.	August 1, 2021
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, 2021
End of Service Contract Renewal Date: App SW	The last date to extend or renew a service contract for the product.	December 1, 2022
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.	August 31, 2023

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
CCX-11-CR-LIC	CCX 11.0 Call Recording Seat Qty 1 LICENSE ONLY	A-FLEX-CR	Call Recording with WFO	-
CCX-11-CR-LIC	CCX 11.0 Call Recording Seat Qty 1 LICENSE ONLY	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-MS-CR-1LIC	MediaSense to Compliance Recording Migration PID - 1 License	A-FLEX-CR	Call Recording with WFO	-
CCX-MS-CR-1LIC	MediaSense to Compliance Recording Migration PID - 1 License	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-11-CR1SL=	CCX 11.0 CR Seat Qty 1 LICENSE ONLY	A-FLEX-CR	Call Recording with WFO	-
CCX-11-CR1SL=	CCX 11.0 CR Seat Qty 1 LICENSE ONLY	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-70-11U-C-CS1	CCX 11.0 UPGRADE - 7.0 to 11.0 Qty 1 CR-CR Seat	A-FLEX-CR	Call Recording with WFO	-
CCX-70-11U-C-CS1	CCX 11.0 UPGRADE - 7.0 to 11.0 Qty 1 CR-CR Seat	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-80-11U-C-CS1	CCX 11.0 UPGRADE - 8.0 to 11.0 Qty 1 CR-CR Seat	A-FLEX-CR	Call Recording with WFO	-
CCX-80-11U-C-CS1	CCX 11.0 UPGRADE - 8.0 to 11.0 Qty 1 CR-CR Seat	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-85-11U-C-CS1	CCX 11.0 UPGRADE - 8.5 to 11.0 Qty 1 CR-CR Seat	A-FLEX-CR	Call Recording with WFO	-
CCX-85-11U-C-CS1	CCX 11.0 UPGRADE - 8.5 to 11.0 Qty 1 CR-CR Seat	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-90-11U-C-CS1	CCX 11.0 UPGRADE - 9.0 to 11.0 Qty 1 CR-CR Seat	A-FLEX-CR	Call Recording with WFO	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
CCX-90-11U-C-CS1	CCX 11.0 UPGRADE - 9.0 to 11.0 Qty 1 CR-CR Seat	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-10-11U-C-CS1	CCX 11.0 UPGRADE - 10.0 to 11.0 Qty 1 CR-CR Seat	A-FLEX-CR	Call Recording with WFO	-
CCX-10-11U-C-CS1	CCX 11.0 UPGRADE - 10.0 to 11.0 Qty 1 CR-CR Seat	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-UPG-CR70-11K9=	CCX CR 7.0 to 11.0 CR UCSS Major Upgrade	A-FLEX-CR	Call Recording with WFO	-
CCX-UPG-CR70-11K9=	CCX CR 7.0 to 11.0 CR UCSS Major Upgrade	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-UPG-CR80-11K9=	CCX CR 8.0 to 11.0 CR UCSS Major Upgrade	A-FLEX-CR	Call Recording with WFO	-
CCX-UPG-CR80-11K9=	CCX CR 8.0 to 11.0 CR UCSS Major Upgrade	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-UPG-CR85-11K9=	CCX CR 8.5 to 11.0 CR UCSS Major Upgrade	A-FLEX-CR	Call Recording with WFO	-
CCX-UPG-CR85-11K9=	CCX CR 8.5 to 11.0 CR UCSS Major Upgrade	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-UPG-CR90-11K9=	CCX CR 9.0 to 11.0 CR UCSS Major Upgrade	A-FLEX-CR	Call Recording with WFO	-
CCX-UPG-CR90-11K9=	CCX CR 9.0 to 11.0 CR UCSS Major Upgrade	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-UPG-CR10-11K9=	CCX CR 10.0 to 11.0 CR UCSS Major Upgrade	A-FLEX-CR	Call Recording with WFO	-
CCX-UPG-CR10-11K9=	CCX CR 10.0 to 11.0 CR UCSS Major Upgrade	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-115-CR-LIC	CCX 12.0 Call Recording Seat Qty 1 LICENSE ONLY	A-FLEX-CR	Call Recording with WFO	-
CCX-115-CR-LIC	CCX 12.0 Call Recording Seat Qty 1 LICENSE ONLY	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX11CRMEDIAKITK9	CCX 11.0 Compliance Recording Qty 1 Media Kit - NO LICENSES	There is currently no replacement product available for this product.	-	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
CCX115CRMEDIAKITK9	CR Qty 1 Media Kit - NO LICENSES	There is currently no replacement product available for this product.	-	-
CCX-70-115U-C-CS1	Qty 1 CR-CR Seat LICENSE ONLY	A-FLEX-CR	Call Recording with WFO	-
CCX-70-115U-C-CS1	Qty 1 CR-CR Seat LICENSE ONLY	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-80-115U-C-CS1	Qty 1 CR-CR Seat LICENSE ONLY	A-FLEX-CR	Call Recording with WFO	-
CCX-80-115U-C-CS1	Qty 1 CR-CR Seat LICENSE ONLY	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-85-115U-C-CS1	Qty 1 CR-CR Seat LICENSE ONLY	A-FLEX-CR	Call Recording with WFO	-
CCX-85-115U-C-CS1	Qty 1 CR-CR Seat LICENSE ONLY	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-90-115U-C-CS1	Qty 1 CR-CR Seat LICENSE ONLY	A-FLEX-CR	Call Recording with WFO	-
CCX-90-115U-C-CS1	Qty 1 CR-CR Seat LICENSE ONLY	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-10-115U-C-CS1	Qty 1 CR-CR Seat LICENSE ONLY	A-FLEX-CR	Call Recording with WFO	-
CCX-10-115U-C-CS1	Qty 1 CR-CR Seat LICENSE ONLY	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-11-115U-C-CS1	Qty 1 CR-CR Seat LICENSE ONLY	A-FLEX-CR	Call Recording with WFO	-
CCX-11-115U-C-CS1	Qty 1 CR-CR Seat LICENSE ONLY	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-U-CR70-115K9=	CR UCSS Major Upgrade	A-FLEX-CR	Call Recording with WFO	-
CCX-U-CR70-115K9=	CR UCSS Major Upgrade	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-U-CR80-115K9=	CR UCSS Major Upgrade	A-FLEX-CR	Call Recording with WFO	-
CCX-U-CR80-115K9=	CR UCSS Major Upgrade	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-U-CR85-115K9=	CR UCSS Major Upgrade	A-FLEX-CR	Call Recording with WFO	-
CCX-U-CR85-115K9=	CR UCSS Major Upgrade	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-U-CR90-115K9=	CR UCSS Major Upgrade	A-FLEX-CR	Call Recording with WFO	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
CCX-U-CR90-115K9=	CR UCSS Major Upgrade	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-U-CR10-115K9=	CR UCSS Major Upgrade	A-FLEX-CR	Call Recording with WFO	-
CCX-U-CR10-115K9=	CR UCSS Major Upgrade	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-U-CR11-115K9=	CR UCSS Major Upgrade	A-FLEX-CR	Call Recording with WFO	-
CCX-U-CR11-115K9=	CR UCSS Major Upgrade	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-11-AQM-LIC	CCX 11.0 Adv Quality Manager Seat Qty 1 LICENSE ONLY	A-FLEX-NQM	Quality Management Named Agent	-
CCX-11-AQM-LIC	CCX 11.0 Adv Quality Manager Seat Qty 1 LICENSE ONLY	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-11-AQM1SL=	CCX 11.0 Advanced Quality Manager Seat Qty 1 LICENSE ONLY	A-FLEX-NQM	Quality Management Named Agent	-
CCX-11-AQM1SL=	CCX 11.0 Advanced Quality Manager Seat Qty 1 LICENSE ONLY	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX11AQMMEDKITK9	CCX 11.0 Adv Quality Manager Qty 1 Media Kit - NO LICENSES	There is currently no replacement product available for this product.	-	-
CCX-41-11U-Q-QS1	CCX 11.0 UPGRADE - 4.1 to 11.0 Qty 1 QM-QM Seat	A-FLEX-NQM	Quality Management Named Agent	-
CCX-41-11U-Q-QS1	CCX 11.0 UPGRADE - 4.1 to 11.0 Qty 1 QM-QM Seat	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-50-11U-Q-QS1	CCX 11.0 UPGRADE - 5.0 to 11.0 Qty 1 QM-QM Seat	A-FLEX-NQM	Quality Management Named Agent	-
CCX-50-11U-Q-QS1	CCX 11.0 UPGRADE - 5.0 to 11.0 Qty 1 QM-QM Seat	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-60-11U-Q-QS1	CCX 11.0 UPGRADE - 6.0 to 11.0 Qty 1 QM-QM Seat	A-FLEX-NQM	Quality Management Named Agent	-
CCX-60-11U-Q-QS1	CCX 11.0 UPGRADE - 6.0 to 11.0 Qty 1 QM-QM Seat	A-FLEX-NWFB	WFO Bundle Named Agent	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
CCX-70-11U-Q-QS1	CCX 11.0 UPGRADE - 7.0 to 11.0 Qty 1 QM-QM Seat	A-FLEX-NQM	Quality Management Named Agent	-
CCX-70-11U-Q-QS1	CCX 11.0 UPGRADE - 7.0 to 11.0 Qty 1 QM-QM Seat	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-80-11U-Q-QS1	CCX 11.0 UPGRADE - 8.0 to 11.0 Qty 1 QM-QM Seat	A-FLEX-NQM	Quality Management Named Agent	-
CCX-80-11U-Q-QS1	CCX 11.0 UPGRADE - 8.0 to 11.0 Qty 1 QM-QM Seat	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-85-11U-Q-QS1	CCX 11.0 UPGRADE - 8.5 to 11.0 Qty 1 QM-QM Seat	A-FLEX-NQM	Quality Management Named Agent	-
CCX-85-11U-Q-QS1	CCX 11.0 UPGRADE - 8.5 to 11.0 Qty 1 QM-QM Seat	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-90-11U-Q-QS1	CCX 11.0 UPGRADE - 9.0 to 11.0 Qty 1 QM-QM Seat	A-FLEX-NQM	Quality Management Named Agent	-
CCX-90-11U-Q-QS1	CCX 11.0 UPGRADE - 9.0 to 11.0 Qty 1 QM-QM Seat	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-10-11U-Q-QS1	CCX 11.0 UPGRADE - 10.0 to 11.0 Qty 1 QM-QM Seat	A-FLEX-NQM	Quality Management Named Agent	-
CCX-10-11U-Q-QS1	CCX 11.0 UPGRADE - 10.0 to 11.0 Qty 1 QM-QM Seat	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-11-11U-CQMS1	CCX 11.0 UPGRADE - 11.0 to 11.0 Qty 1 CR-QM Seat	A-FLEX-NQM	Quality Management Named Agent	-
CCX-11-11U-CQMS1	CCX 11.0 UPGRADE - 11.0 to 11.0 Qty 1 CR-QM Seat	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-50-11U-A-AS1	CCX 11.0 UPGRADE - 5.0 to 11.0 Qty 1 AQM-AQM Seat	A-FLEX-NQM	Quality Management Named Agent	-
CCX-50-11U-A-AS1	CCX 11.0 UPGRADE - 5.0 to 11.0 Qty 1 AQM-AQM Seat	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-60-11U-A-AS1	CCX 11.0 UPGRADE - 6.0 to 11.0 Qty 1 AQM-AQM Seat	A-FLEX-NQM	Quality Management Named Agent	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
CCX-60-11U-A-AS1	CCX 11.0 UPGRADE - 6.0 to 11.0 Qty 1 AQM-AQM Seat	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-70-11U-A-AS1	CCX 11.0 UPGRADE - 7.0 to 11.0 Qty 1 AQM-AQM Seat	A-FLEX-NQM	Quality Management Named Agent	-
CCX-70-11U-A-AS1	CCX 11.0 UPGRADE - 7.0 to 11.0 Qty 1 AQM-AQM Seat	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-80-11U-A-AS1	CCX 11.0 UPGRADE - 8.0 to 11.0 Qty 1 AQM-AQM Seat	A-FLEX-NQM	Quality Management Named Agent	-
CCX-80-11U-A-AS1	CCX 11.0 UPGRADE - 8.0 to 11.0 Qty 1 AQM-AQM Seat	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-85-11U-A-AS1	CCX 11.0 UPGRADE - 8.5 to 11.0 Qty 1 AQM-AQM Seat	A-FLEX-NQM	Quality Management Named Agent	-
CCX-85-11U-A-AS1	CCX 11.0 UPGRADE - 8.5 to 11.0 Qty 1 AQM-AQM Seat	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-90-11U-A-AS1	CCX 11.0 UPGRADE - 9.0 to 11.0 Qty 1 AQM-AQM Seat	A-FLEX-NQM	Quality Management Named Agent	-
CCX-90-11U-A-AS1	CCX 11.0 UPGRADE - 9.0 to 11.0 Qty 1 AQM-AQM Seat	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-10-11U-A-AS1	CCX 11.0 UPGRADE - 10.0 to 11.0 Qty 1 AQM-AQM Seat	A-FLEX-NQM	Quality Management Named Agent	-
CCX-10-11U-A-AS1	CCX 11.0 UPGRADE - 10.0 to 11.0 Qty 1 AQM-AQM Seat	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-11-11UCAQMS1	CCX 11.0 UPGRADE - 11.0 to 11.0 Qty 1 CR-AQM Seat	A-FLEX-NQM	Quality Management Named Agent	-
CCX-11-11UCAQMS1	CCX 11.0 UPGRADE - 11.0 to 11.0 Qty 1 CR-AQM Seat	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-11-11UQAQMS1	CCX 11.0 UPGRADE - 11.0 to 11.0 Qty 1 QM-AQM Seat	A-FLEX-NQM	Quality Management Named Agent	-
CCX-11-11UQAQMS1	CCX 11.0 UPGRADE - 11.0 to 11.0 Qty 1 QM-AQM Seat	A-FLEX-NWFB	WFO Bundle Named Agent	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
CCX-UPG-QM70-11K9=	CCX QM 7.0 to 11.0 QM UCSS Major Upgrade	A-FLEX-NQM	Quality Management Named Agent	-
CCX-UPG-QM70-11K9=	CCX QM 7.0 to 11.0 QM UCSS Major Upgrade	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-UPG-QM80-11K9=	CCX QM 8.0 to 11.0 QM UCSS Major Upgrade	A-FLEX-NQM	Quality Management Named Agent	-
CCX-UPG-QM80-11K9=	CCX QM 8.0 to 11.0 QM UCSS Major Upgrade	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-UPG-QM85-11K9=	CCX QM 8.5 to 11.0 QM UCSS Major Upgrade	A-FLEX-NQM	Quality Management Named Agent	-
CCX-UPG-QM85-11K9=	CCX QM 8.5 to 11.0 QM UCSS Major Upgrade	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-UPG-QM90-11K9=	CCX QM 9.0 to 11.0 QM UCSS Major Upgrade	A-FLEX-NQM	Quality Management Named Agent	-
CCX-UPG-QM90-11K9=	CCX QM 9.0 to 11.0 QM UCSS Major Upgrade	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-UPG-QM10-11K9=	CCX QM 10.0 to 11.0 QM UCSS Major Upgrade	A-FLEX-NQM	Quality Management Named Agent	-
CCX-UPG-QM10-11K9=	CCX QM 10.0 to 11.0 QM UCSS Major Upgrade	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-UPGAQM70-11K9=	CCX AQM 7.0 to 11.0 AQM UCSS Major Upgrade	A-FLEX-NQM	Quality Management Named Agent	-
CCX-UPGAQM70-11K9=	CCX AQM 7.0 to 11.0 AQM UCSS Major Upgrade	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-UPGAQM80-11K9=	CCX AQM 8.0 to 11.0 AQM UCSS Major Upgrade	A-FLEX-NQM	Quality Management Named Agent	-
CCX-UPGAQM80-11K9=	CCX AQM 8.0 to 11.0 AQM UCSS Major Upgrade	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-UPGAQM85-11K9=	CCX AQM 8.5 to 11.0 AQM UCSS Major Upgrade	A-FLEX-NQM	Quality Management Named Agent	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
CCX-UPGAQM85-11K9=	CCX AQM 8.5 to 11.0 AQM UCSS Major Upgrade	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-UPGAQM90-11K9=	CCX AQM 9.0 to 11.0 AQM UCSS Major Upgrade	A-FLEX-NQM	Quality Management Named Agent	-
CCX-UPGAQM90-11K9=	CCX AQM 9.0 to 11.0 AQM UCSS Major Upgrade	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-UPGAQM10-11K9=	CCX AQM 10.0 to 11.0 AQM UCSS Major Upgrade	A-FLEX-NQM	Quality Management Named Agent	-
CCX-UPGAQM10-11K9=	CCX AQM 10.0 to 11.0 AQM UCSS Major Upgrade	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-115-AQM-LIC	CCX 12.0 Adv Quality Manager Seat Qty 1 LICENSE ONLY	A-FLEX-NQM	Quality Management Named Agent	-
CCX-115-AQM-LIC	CCX 12.0 Adv Quality Manager Seat Qty 1 LICENSE ONLY	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX115AQMMEDKITK9	AQM Qty 1 Media Kit - NO LICENSES	There is currently no replacement product available for this product.	-	-
CCX-50-115U-A-AS1	AQM-AQM Seat LICENSE ONLY	A-FLEX-NQM	Quality Management Named Agent	-
CCX-50-115U-A-AS1	AQM-AQM Seat LICENSE ONLY	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-60-115U-A-AS1	AQM-AQM Seat LICENSE ONLY	A-FLEX-NQM	Quality Management Named Agent	-
CCX-60-115U-A-AS1	AQM-AQM Seat LICENSE ONLY	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-70-115U-A-AS1	AQM-AQM Seat LICENSE ONLY	A-FLEX-NQM	Quality Management Named Agent	-
CCX-70-115U-A-AS1	AQM-AQM Seat LICENSE ONLY	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-80-115U-A-AS1	AQM-AQM Seat LICENSE ONLY	A-FLEX-NQM	Quality Management Named Agent	-
CCX-80-115U-A-AS1	AQM-AQM Seat LICENSE ONLY	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-85-115U-A-AS1	AQM-AQM Seat LICENSE ONLY	A-FLEX-NQM	Quality Management Named Agent	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
CCX-85-115U-A-AS1	AQM-AQM Seat LICENSE ONLY	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-90-115U-A-AS1	AQM-AQM Seat LICENSE ONLY	A-FLEX-NQM	Quality Management Named Agent	-
CCX-90-115U-A-AS1	AQM-AQM Seat LICENSE ONLY	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-10-115U-A-AS1	AQM-AQM Seat LICENSE ONLY	A-FLEX-NQM	Quality Management Named Agent	-
CCX-10-115U-A-AS1	AQM-AQM Seat LICENSE ONLY	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-11-115U-A-AS1	AQM-AQM Seat LICENSE ONLY	A-FLEX-NQM	Quality Management Named Agent	-
CCX-11-115U-A-AS1	AQM-AQM Seat LICENSE ONLY	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-115-115UCAQMS1	Qty 1 CR-AQM Seat LICENSE ONLY	A-FLEX-NQM	Quality Management Named Agent	-
CCX-115-115UCAQMS1	Qty 1 CR-AQM Seat LICENSE ONLY	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-U-AQM70-115K9=	AQM UCSS Major Upgrade	A-FLEX-NQM	Quality Management Named Agent	-
CCX-U-AQM70-115K9=	AQM UCSS Major Upgrade	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-U-AQM80-115K9=	AQM UCSS Major Upgrade	A-FLEX-NQM	Quality Management Named Agent	-
CCX-U-AQM80-115K9=	AQM UCSS Major Upgrade	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-U-AQM85-115K9=	AQM UCSS Major Upgrade	A-FLEX-NQM	Quality Management Named Agent	-
CCX-U-AQM85-115K9=	AQM UCSS Major Upgrade	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-U-AQM90-115K9=	AQM UCSS Major Upgrade	A-FLEX-NQM	Quality Management Named Agent	-
CCX-U-AQM90-115K9=	AQM UCSS Major Upgrade	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-U-AQM10-115K9=	AQM UCSS Major Upgrade	A-FLEX-NQM	Quality Management Named Agent	-
CCX-U-AQM10-115K9=	AQM UCSS Major Upgrade	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-U-AQM11-115K9=	AQM UCSS Major Upgrade	A-FLEX-NQM	Quality Management Named Agent	-
CCX-U-AQM11-115K9=	AQM UCSS Major Upgrade	A-FLEX-NWFB	WFO Bundle Named Agent	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
CCX-11-WFM-LIC	CCX 11.0 Workforce Manager Seat Qty 1 LICENSE ONLY	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-11-WFM-LIC	CCX 11.0 Workforce Manager Seat Qty 1 LICENSE ONLY	A-FLEX-NWFM	Workforce Management Named Agent	-
CCX-11-WFM1SL=	CCX 11.0 Workforce Manager Seat Qty 1 LICENSE ONLY	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-11-WFM1SL=	CCX 11.0 Workforce Manager Seat Qty 1 LICENSE ONLY	A-FLEX-NWFM	Workforce Management Named Agent	-
CCX-11WFMEDIAKIT	CCX 11.0 Workforce Manager Qty 1 Media Kit - NO LICENSES	There is currently no replacement product available for this product.	-	-
CCX-41-11U-W-WS1	CCX 11.0 UPGRADE - 4.1 to 11.0 Qty 1 WFM-WFM Seat	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-41-11U-W-WS1	CCX 11.0 UPGRADE - 4.1 to 11.0 Qty 1 WFM-WFM Seat	A-FLEX-NWFM	Workforce Management Named Agent	-
CCX-50-11U-W-WS1	CCX 11.0 UPGRADE - 5.0 to 11.0 Qty 1 WFM-WFM Seat	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-50-11U-W-WS1	CCX 11.0 UPGRADE - 5.0 to 11.0 Qty 1 WFM-WFM Seat	A-FLEX-NWFM	Workforce Management Named Agent	-
CCX-60-11U-W-WS1	CCX 11.0 UPGRADE - 6.0 to 11.0 Qty 1 WFM-WFM Seat	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-60-11U-W-WS1	CCX 11.0 UPGRADE - 6.0 to 11.0 Qty 1 WFM-WFM Seat	A-FLEX-NWFM	Workforce Management Named Agent	-
CCX-70-11U-W-WS1	CCX 11.0 UPGRADE - 7.0 to 11.0 Qty 1 WFM-WFM Seat	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-70-11U-W-WS1	CCX 11.0 UPGRADE - 7.0 to 11.0 Qty 1 WFM-WFM Seat	A-FLEX-NWFM	Workforce Management Named Agent	-
CCX-80-11U-W-WS1	CCX 11.0 UPGRADE - 8.0 to 11.0 Qty 1 WFM-WFM Seat	A-FLEX-NWFB	WFO Bundle Named Agent	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
CCX-80-11U-W-WS1	CCX 11.0 UPGRADE - 8.0 to 11.0 Qty 1 WFM-WFM Seat	A-FLEX-NWFM	Workforce Management Named Agent	-
CCX-85-11U-W-WS1	CCX 11.0 UPGRADE - 8.5 to 11.0 Qty 1 WFM-WFM Seat	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-85-11U-W-WS1	CCX 11.0 UPGRADE - 8.5 to 11.0 Qty 1 WFM-WFM Seat	A-FLEX-NWFM	Workforce Management Named Agent	-
CCX-90-11U-W-WS1	CCX 11.0 UPGRADE - 9.0 to 11.0 Qty 1 WFM-WFM Seat	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-90-11U-W-WS1	CCX 11.0 UPGRADE - 9.0 to 11.0 Qty 1 WFM-WFM Seat	A-FLEX-NWFM	Workforce Management Named Agent	-
CCX-10-11U-W-WS1	CCX 11.0 UPGRADE - 10.0 to 11.0 Qty 1 WFM-WFM Seat	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-10-11U-W-WS1	CCX 11.0 UPGRADE - 10.0 to 11.0 Qty 1 WFM-WFM Seat	A-FLEX-NWFM	Workforce Management Named Agent	-
CCX-UPG-WFM-70-11=	CCX WFM 7.0 to 11.0 WFM UCSS Major Upgrade	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-UPG-WFM-70-11=	CCX WFM 7.0 to 11.0 WFM UCSS Major Upgrade	A-FLEX-NWFM	Workforce Management Named Agent	-
CCX-UPG-WFM-80-11=	CCX WFM 8.0 to 11.0 WFM UCSS Major Upgrade	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-UPG-WFM-80-11=	CCX WFM 8.0 to 11.0 WFM UCSS Major Upgrade	A-FLEX-NWFM	Workforce Management Named Agent	-
CCX-UPG-WFM-85-11=	CCX WFM 8.5 to 11.0 WFM UCSS Major Upgrade	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-UPG-WFM-85-11=	CCX WFM 8.5 to 11.0 WFM UCSS Major Upgrade	A-FLEX-NWFM	Workforce Management Named Agent	-
CCX-UPG-WFM-90-11=	CCX WFM 9.0 to 11.0 WFM UCSS Major Upgrade	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-UPG-WFM-90-11=	CCX WFM 9.0 to 11.0 WFM UCSS Major Upgrade	A-FLEX-NWFM	Workforce Management Named Agent	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
CCX-UPG-WFM-10-11=	CCX WFM 10.0 to 11.0 WFM UCSS Major Upgrade	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-UPG-WFM-10-11=	CCX WFM 10.0 to 11.0 WFM UCSS Major Upgrade	A-FLEX-NWFM	Workforce Management Named Agent	-
CCX-115-WFM-LIC	CCX 12.0 Workforce Manager Seat Qty 1 LICENSE ONLY	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-115-WFM-LIC	CCX 12.0 Workforce Manager Seat Qty 1 LICENSE ONLY	A-FLEX-NWFM	Workforce Management Named Agent	-
CCX115WFMEDIAKIT	WFM Qty 1 Media Kit - NO LICENSES	There is currently no replacement product available for this product.	-	-
CCX-41-115U-W-WS1	Qty 1 WFM-WFM Seat LICENSE ONLY	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-41-115U-W-WS1	Qty 1 WFM-WFM Seat LICENSE ONLY	A-FLEX-NWFM	Workforce Management Named Agent	-
CCX-50-115U-W-WS1	Qty 1 WFM-WFM Seat LICENSE ONLY	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-50-115U-W-WS1	Qty 1 WFM-WFM Seat LICENSE ONLY	A-FLEX-NWFM	Workforce Management Named Agent	-
CCX-60-115U-W-WS1	Qty 1 WFM-WFM Seat LICENSE ONLY	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-60-115U-W-WS1	Qty 1 WFM-WFM Seat LICENSE ONLY	A-FLEX-NWFM	Workforce Management Named Agent	-
CCX-70-115U-W-WS1	Qty 1 WFM-WFM Seat LICENSE ONLY	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-70-115U-W-WS1	Qty 1 WFM-WFM Seat LICENSE ONLY	A-FLEX-NWFM	Workforce Management Named Agent	-
CCX-80-115U-W-WS1	Qty 1 WFM-WFM Seat LICENSE ONLY	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-80-115U-W-WS1	Qty 1 WFM-WFM Seat LICENSE ONLY	A-FLEX-NWFM	Workforce Management Named Agent	-
CCX-85-115U-W-WS1	Qty 1 WFM-WFM Seat LICENSE ONLY	A-FLEX-NWFB	WFO Bundle Named Agent	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
CCX-85-115U-W-WS1	Qty 1 WFM-WFM Seat LICENSE ONLY	A-FLEX-NWFM	Workforce Management Named Agent	-
CCX-90-115U-W-WS1	Qty 1 WFM-WFM Seat LICENSE ONLY	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-90-115U-W-WS1	Qty 1 WFM-WFM Seat LICENSE ONLY	A-FLEX-NWFM	Workforce Management Named Agent	-
CCX-10-115U-W-WS1	Qty 1 WFM-WFM Seat LICENSE ONLY	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-10-115U-W-WS1	Qty 1 WFM-WFM Seat LICENSE ONLY	A-FLEX-NWFM	Workforce Management Named Agent	-
CCX-11-115U-W-WS1	Qty 1 WFM-WFM Seat LICENSE ONLY	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-11-115U-W-WS1	Qty 1 WFM-WFM Seat LICENSE ONLY	A-FLEX-NWFM	Workforce Management Named Agent	-
CCX-U-WFM-70-115=	WFM UCSS Major Upgrade	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-U-WFM-70-115=	WFM UCSS Major Upgrade	A-FLEX-NWFM	Workforce Management Named Agent	-
CCX-U-WFM-80-115=	WFM UCSS Major Upgrade	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-U-WFM-80-115=	WFM UCSS Major Upgrade	A-FLEX-NWFM	Workforce Management Named Agent	-
CCX-U-WFM-85-115=	WFM UCSS Major Upgrade	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-U-WFM-85-115=	WFM UCSS Major Upgrade	A-FLEX-NWFM	Workforce Management Named Agent	-
CCX-U-WFM-90-115=	WFM UCSS Major Upgrade	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-U-WFM-90-115=	WFM UCSS Major Upgrade	A-FLEX-NWFM	Workforce Management Named Agent	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
CCX-U-WFM-10-115=	WFM UCSS Major Upgrade	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-U-WFM-10-115=	WFM UCSS Major Upgrade	A-FLEX-NWFM	Workforce Management Named Agent	-
CCX-U-WFM-11-115=	WFM UCSS Major Upgrade	A-FLEX-NWFB	WFO Bundle Named Agent	-
CCX-U-WFM-11-115=	WFM UCSS Major Upgrade	A-FLEX-NWFM	Workforce Management Named Agent	-

Product migration options

Cisco Unified Workforce Optimization has a direct migration path with the new, enhanced cloud-based [Cisco Webex Workforce Optimization](#) solution. Value transfer credits are available for customers that wish to migrate from Cisco Unified Workforce Optimization to Cisco Webex Workforce Optimization.

Customers may be able to use the Cisco Technology Migration Program (TMP) where applicable to trade-in eligible products and receive credit toward the purchase of new Cisco equipment. For more information about Cisco TMP, customers should work with their Cisco Partner or Cisco account team. Cisco Partners can find additional TMP information on Partner Central at:

https://www.cisco.com/web/partners/incentives_and_promotions/tmp.html.

Service prices for Cisco products are subject to change after the product End-of-Sale date.

The Cisco Takeback and Recycle program helps businesses properly dispose of surplus products that have reached their end of useful life. The program is open to all business users of Cisco equipment and its associated brands and subsidiaries. For more information, go to:

https://www.cisco.com/web/about/ac227/ac228/ac231/about_cisco_takeback_recycling.html.

For more information

For more information about the Cisco End-of-Life Policy, go to:

https://www.cisco.com/en/US/products/products_end-of-life_policy.html.

For more information about the Cisco Product Warranties, go to:

https://www.cisco.com/en/US/products/prod_warranties_listing.html.

To subscribe to receive end-of-life/end-of-sale information, go to:

<https://www.cisco.com/cisco/support/notifications.html>.

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