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CISCO

End-of-Sale and End-of-Life Announcement for the Cisco A-WXM Offer

Contents

Overview

EOL14808

Cisco announces the end-of-sale and end-of-life dates for the Cisco A-WXM Offer. The last day to order the affected product(s) is November 14, 2022. The last day to renew or add to an existing subscription is November 14, 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.

For CloudCherry and standalone WXM customers there is no direct replacement.

For customers using integrated WXM a limited set of the functionality will be directly integrated into the Contact Center Workflows beginning in January 2023 for WxCC[*].These features include:

- Post Interaction Surveys (Contact Center voice and digital channels)
- Analytics Dashboards to view results

[*]The functionality will be integrated into WxCCE and UCCE after integration into WxCC is completed.

End-of-life milestones

Table 1. End-of-life milestones and dates for the Cisco A-WXM Offer

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.	October 14, 2022
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.	November 14, 2022
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.	November 14, 2023
End of Change/Renewal Date[*]: Subscription	The last date to Renew or Add to an existing subscription.	November 14, 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.	November 30, 2024

[*]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	Replacement Product Part Number	Replacement Product Description	Additional Information
A-WXM	Webex Experience Management	See the Product Migration Options section below for detailed information on replacing this product.	–	–
A-WXM-ADV-SEC	Webex XM Advanced Security	See the Product Migration Options section below for detailed information on replacing this product.	–	–
A-WXM-CHAN	Webex XM Channel	See the Product Migration Options section below for detailed information on replacing this product.	–	–
A-WXM-CXLEAD-USR	Webex XM Customer Experience Lead User	See the Product Migration Options section below for detailed information on replacing this product.	–	–
A-WXM-DLTXT-A-USR	Webex XM Deep Learn Text Analysis User	See the Product Migration Options section below for detailed information on replacing this product.	–	–
A-WXM-DSR-USR	Webex XM Dashboard + Scheduled Reports User	See the Product Migration Options section below for detailed information on replacing this product.	–	–
A-WXM-HIST-UPLD	Webex XM Historical Data Upload	See the Product Migration Options section below for detailed information on replacing this product.	–	–
A-WXM-L1-DLTXT-A	Webex XM Listen Deep Learn Text Analysis	See the Product Migration Options section below for detailed information on replacing this product.	–	–

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
A-WXM-L1-MDL	Webex XM Listen Maturity Model	See the Product Migration Options section below for detailed information on replacing this product.	–	–
A-WXM-L1-RESP	Webex XM Listen Responses	See the Product Migration Options section below for detailed information on replacing this product.	–	–
A-WXM-L1-RESP-O	Webex XM Listen Additional Responses – Overage	See the Product Migration Options section below for detailed information on replacing this product.	–	–
A-WXM-L2-DLTXT-A	Webex XM Analyze Deep Learn Text Analysis	See the Product Migration Options section below for detailed information on replacing this product.	–	–
A-WXM-L2-MDL	Webex XM Analyze Maturity Model	See the Product Migration Options section below for detailed information on replacing this product.	–	–
A-WXM-L2-RESP	Webex XM Analyze Responses	See the Product Migration Options section below for detailed information on replacing this product.	–	–
A-WXM-L2-RESP-O	Webex XM Analyze Additional Responses – Overage	See the Product Migration Options section below for detailed information on replacing this product.	–	–
A-WXM-L3-DLTXT-A	Webex XM Analyze Deep Learn Text Analysis	See the Product Migration Options section below for detailed information on replacing this product.	–	–
A-WXM-L3-MDL	Webex XM Predict Maturity Model	See the Product Migration Options section below for detailed information on replacing this product.	–	–

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
A-WXM-L3-RESP	Webex XM Predict Responses	See the Product Migration Options section below for detailed information on replacing this product.	–	–
A-WXM-L3-RESP-O	Webex XM Predict Additional Responses – Overage	See the Product Migration Options section below for detailed information on replacing this product.	–	–
A-WXM-LV1-ENT	Webex XM Listen Plan Entitlement	See the Product Migration Options section below for detailed information on replacing this product.	–	–
A-WXM-LV2-ENT	Webex XM Analyze Plan Entitlement	See the Product Migration Options section below for detailed information on replacing this product.	–	–
A-WXM-LV3-ENT	Webex XM Predict Plan Entitlement	See the Product Migration Options section below for detailed information on replacing this product.	–	–
A-WXM-NAMED-USR	Webex XM Named User	See the Product Migration Options section below for detailed information on replacing this product.	–	–
A-WXM-XTR-RESP	Webex XM 1000 Extra Responses	See the Product Migration Options section below for detailed information on replacing this product.	–	–
WXM-PROG-ADV-1Y=	Webex XM Program Rollout Fee 1 Year–Advanced	See the Product Migration Options section below for detailed information on replacing this product.	–	–
WXM-PROG-ADV-2Y=	Webex XM Program Rollout Fee 2 Year–Advanced	See the Product Migration Options section below for detailed information on replacing this product.	–	–

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
WXM-PROG-ADV-3Y=	Webex XM Program Rollout Fee 3 Year–Advanced	See the Product Migration Options section below for detailed information on replacing this product.	–	–
WXM-PROG-ADV-4Y=	Webex XM Program Rollout Fee 4 Year–Advanced	See the Product Migration Options section below for detailed information on replacing this product.	–	–
WXM-PROG-ADV-5Y=	Webex XM Program Rollout Fee 5 Year–Advanced	See the Product Migration Options section below for detailed information on replacing this product.	–	–
WXM-PROG-BAS-1Y=	Webex XM Program Rollout Fee 1 Year–Basic	See the Product Migration Options section below for detailed information on replacing this product.	–	–
WXM-PROG-BAS-2Y=	Webex XM Program Rollout Fee 2 Year–Basic	See the Product Migration Options section below for detailed information on replacing this product.	–	–
WXM-PROG-BAS-3Y=	Webex XM Program Rollout Fee 3Year–Basic	See the Product Migration Options section below for detailed information on replacing this product.	–	–
WXM-PROG-BAS-4Y=	Webex XM Program Rollout Fee 4 Year–Basic	See the Product Migration Options section below for detailed information on replacing this product.	–	–
WXM-PROG-BAS-5Y=	Webex XM Program Rollout Fee 5 Year–Basic	See the Product Migration Options section below for detailed information on replacing this product.	–	–
WXM-PROG-STD-1Y=	Webex XM Program Rollout Fee 1 Year–Standard	See the Product Migration Options section below for detailed information on replacing this product.	–	–

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
WXM-PROG-STD-2Y=	Webex XM Program Rollout Fee 2 Year–Standard	See the Product Migration Options section below for detailed information on replacing this product.	–	–
WXM-PROG-STD-3Y=	Webex XM Program Rollout Fee 3 Year–Standard	See the Product Migration Options section below for detailed information on replacing this product.	–	–
WXM-PROG-STD-4Y=	Webex XM Program Rollout Fee 4 Year–Standard	See the Product Migration Options section below for detailed information on replacing this product.	–	–
WXM-PROG-STD-5Y=	Webex XM Program Rollout Fee 5 Year–Standard	See the Product Migration Options section below for detailed information on replacing this product.	–	–

Product migration options

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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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