



End-of-Sale and End-of-Life Announcement for the CTI OS and Cisco Agent Desktop for Cisco Unified Contact Center Enterprise, Cisco Unified Contact Center Hosted, Hosted Collaboration Solution for Contact Center, and Packaged CCE

EOL10137

Cisco announces the end-of-sale and end-of-life dates for the CTI OS and Cisco Agent Desktop for Cisco Unified Contact Center Enterprise, Cisco Unified Contact Center Hosted, Hosted Collaboration Solution for Contact Center, and Packaged CCE. The last day to order the affected product(s) is July 17, 2015. 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 Notice does not apply to CTI-OS for Cisco Unified Intelligent Contact Management Enterprise or Hosted.

Table 1. End-of-Life Milestones and Dates for the CTI OS and Cisco Agent Desktop for Cisco Unified Contact Center Enterprise, Cisco Unified Contact Center Hosted, Hosted Collaboration Solution for Contact Center, and Packaged CCE

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 16, 2015
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.	July 17, 2015
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 15, 2015
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.	July 16, 2016
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.	July 16, 2016
End of Service Contract Renewal Date: App. SW	The last date to extend or renew a service contract for the product.	October 12, 2017
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, 2018

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

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
CCEH-CAD100-UPG=	CAD SW Upgrade To 10.0 for UCSS Customers	See Product Migration Options section for details.	Cisco Finesse	-
CCEH-CAD70X-UPG=	CAD SW UPGRADE TO 7.0 for SASU or UCSS	See Product Migration Options section for details.	Cisco Finesse	-
CCEH-CAD76X-UPG=	CAD SW UPGRADE TO 7.6 for SASU or UCSS	See Product Migration Options section for details.	Cisco Finesse	-
CCEH-CAD80-UPG=	CAD SW Upgrade To 8.0 for UCSS Customers	See Product Migration Options section for details.	Cisco Finesse	-
CCEH-CAD85-UPG=	CAD SW Upgrade To 8.5 for UCSS Customers	See Product Migration Options section for details.	Cisco Finesse	-
CCEH-CAD90-UPG=	CAD SW Upgrade To 9.0 for UCSS Customers	See Product Migration Options section for details.	Cisco Finesse	-
CCEH-CADKIT100-K9	Media Kit for Cisco Agent Desktop 10.0	See Product Migration Options section for details.	Cisco Finesse	-
CTI-AGTCAD-BUND-L	Cisco Agent Desktop (no charge agents)	See Product Migration Options section for details.	Cisco Finesse	-
CTI-AGTCAD-L	Cisco Agent Desktop	See Product Migration Options section for details.	Cisco Finesse	-
CTI-AGTCADMK	Cisco Agent Desktop Media Kit	See Product Migration Options section for details.	Cisco Finesse	-
CTI-AGTCADMK=	Cisco Agent Desktop Media Kit	See Product Migration Options section for details.	Cisco Finesse	-
ICME-CADAGT	ICM ENTERPRISE PREMIUM AGENT - CISCO AGENT DESKTOP	See Product Migration Options section for details.	Cisco Finesse	-
ICMH-CADAGT	ICM HOSTED PREMIUM AGENT - CISCO AGENT DESKTOP	See Product Migration Options section for details.	Cisco Finesse	-
IPC-AGTCAD-BUND-L	24 Cisco Agent Desktop, 1 Cisco Supervisor Desktop Bundle	See Product Migration Options section for details.	Cisco Finesse	-
IPC-AGTCAD-L	Cisco Agent Desktop For IPCC License	See Product Migration Options section for details.	Cisco Finesse	-
IPC-AGTCAD-T1-L	IPCC Cisco Agent Desktop License - 1 to 199	See Product Migration Options section for details.	Cisco Finesse	-
IPC-AGTCAD-T1000-L	IPCC Cisco Agent Desktop License - 1000+	See Product Migration Options section for details.	Cisco Finesse	-
IPC-AGTCAD-T200-L	IPCC Cisco Agent Desktop License - 200 to 499	See Product Migration Options section for details.	Cisco Finesse	-
IPC-AGTCAD-T500-L	IPCC Cisco Agent Desktop License - 500 to 999	See Product Migration Options section for details.	Cisco Finesse	-
IPC-AGTCAD400-L	Cisco Agent Desktop for IPCC Agent License 400 to 999	See Product Migration Options section for details.	Cisco Finesse	-
IPC-AGTCADCSD-MK	CAD/CSD Media Kit	See Product Migration Options section for details.	Cisco Finesse	-
IPC-AGTCADCSD-MK=	IPCC CAD/CSD Media Kit Spare	See Product Migration Options section for details.	Cisco Finesse	-
IPC-AGTCADCTI-L	Cisco Agent Desktop For IPCC With CTI License	See Product Migration Options section for details.	Cisco Finesse	-
IPC-AGTCADMT-L	Cisco Agent Desktop For IPCC Media Termination License	See Product Migration Options section for details.	Cisco Finesse	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
IPC-AGTCADPHN-L	Cisco Agent Desktop For IPCC IP Phone Agent License	See Product Migration Options section for details.	Cisco Finesse	-
IPC-AGTCADREC-L	Cisco Agent Desktop For IPCC Recording Option License	See Product Migration Options section for details.	Cisco Finesse	-
IPC-AGTCADUPG-L	Add CTI to Cisco Agent Desktop For IPCC License	See Product Migration Options section for details.	Cisco Finesse	-
IPC-CADCTI-BUND-L	24 CAD with CTI, 1 Cisco Supervisor Desktop Bundle	See Product Migration Options section for details.	Cisco Finesse	-
IPC-CADCTI-T1-L	IPCC Cisco Agent Desktop with CTI License - 1 to 199	See Product Migration Options section for details.	Cisco Finesse	-
IPC-CADCTI-T200-L	IPCC Cisco Agent Desktop with CTI License - 200 to 499	See Product Migration Options section for details.	Cisco Finesse	-
IPC-CADCTI-T500-L	IPCC Cisco Agent Desktop with CTI License - 500 to 999	See Product Migration Options section for details.	Cisco Finesse	-
IPC-CADMT-T1-L	IPCC CAD Media Termination Option License - 1 to 199	See Product Migration Options section for details.	Cisco Finesse	-
IPC-CADMT-T1000-L	IPCC CAD Media Termination Option License - 1000+	See Product Migration Options section for details.	Cisco Finesse	-
IPC-CADMT-T200-L	IPCC CAD Media Termination Option License - 200 to 499	See Product Migration Options section for details.	Cisco Finesse	-
IPC-CADMT-T500-L	IPCC CAD Media Termination Option License - 500 to 999	See Product Migration Options section for details.	Cisco Finesse	-
IPC-CADPHN-T1000-L	IPCC CAD IP Phone Option License - 1000+	See Product Migration Options section for details.	Cisco Finesse	-
IPC-CADPHN-T200-L	IPCC CAD IP Phone Option License - 200 to 499	See Product Migration Options section for details.	Cisco Finesse	-
IPC-CADPHN-T500-L	IPCC CAD IP Phone Option License - 500 to 999	See Product Migration Options section for details.	Cisco Finesse	-
IPC-CADREC-T1000-L	IPCC CAD Recording Option License - 1000+	See Product Migration Options section for details.	Cisco Finesse	-
IPC-CADREC-T500-L	IPCC CAD Recording Option License - 500 to 999	See Product Migration Options section for details.	Cisco Finesse	-
IPCE-CAD-M-LC	Toolkit to Premium CAD Agent Migration License Certificate	See Product Migration Options section for details.	Cisco Finesse	-
IPCE-CADKIT46	MEDIAKIT CAD 4.6 FOR IPCC	See Product Migration Options section for details.	Cisco Finesse	-
IPCE-ENHCADAGT	IPCC ENTERPRISE ENHANCED AGENT - CISCO AGENT DESKTOP	See Product Migration Options section for details.	Cisco Finesse	-
IPCE-ENHCADAGTU	IPCC Enterprise Enhanced Agent - Cisco Agent Desktop	See Product Migration Options section for details.	Cisco Finesse	-
IPCE-OD-ECADAGT	CC ENTERPRISE On Demand Enhanced CAD Agent Type	See Product Migration Options section for details.	Cisco Finesse	-
IPCE-OD-PCADAGT	CC ENTERPRISE On Demand Premium CAD Agent Type	See Product Migration Options section for details.	Cisco Finesse	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
IPCE-OD-SCADAGT	CC ENTERPRISE On Demand Standard CAD Agent Type	See Product Migration Options section for details.	Cisco Finesse	-
IPCE-ODNS-ECADAGT	CC ENT On Demand ENH CAD Agent Type - SUPPORT NOT INCL	See Product Migration Options section for details.	Cisco Finesse	-
IPCE-ODNS-PCADAGT	CC ENT On Demand PREM CAD Agent Type - SUPPORT NOT INCL	See Product Migration Options section for details.	Cisco Finesse	-
IPCE-ODNS-SCADAGT	CC ENT On Demand STD CAD Agent Type - SUPPORT NOT INCL	See Product Migration Options section for details.	Cisco Finesse	-
IPCE-PREMCADAGT	IPCC ENTERPRISE PREMIUM AGENT - CISCO AGENT DESKTOP	See Product Migration Options section for details.	Cisco Finesse	-
IPCE-PREMCADAGT-M	Migrate Existing Toolkit or CRM Agent to Premium CAD Agent	See Product Migration Options section for details.	Cisco Finesse	-
IPCE-STDCADAGT	IPCC ENTERPRISE STANDARD AGENT - CISCO AGENT DESKTOP	See Product Migration Options section for details.	Cisco Finesse	-
IPCH-CAD-M-LC	Toolkit to Premium CAD Agent Migration License Certificate	See Product Migration Options section for details.	Cisco Finesse	-
IPCH-OD-PCADAGT	CC HOSTED On Demand Premium CAD Agent Type	See Product Migration Options section for details.	Cisco Finesse	-
IPCH-OD-SCADAGT	CC HOSTED On Demand Standard CAD Agent Type	See Product Migration Options section for details.	Cisco Finesse	-
IPCH-PREMCADAGT	IPCC HOSTED PREMIUM AGENT - CISCO AGENT DESKTOP	See Product Migration Options section for details.	Cisco Finesse	-
IPCH-PREMCADAGT-M	Migrate Existing Toolkit or CRM Agent to Premium CAD Agent	See Product Migration Options section for details.	Cisco Finesse	-
IPCH-PREMCADAGTU	IPCC Hosted Premium Agent - Cisco Agent Desktop	See Product Migration Options section for details.	Cisco Finesse	-
NAM-HIPCCAGTCAD-L	NAM Hosted Multi-Tenant IPCC Agent License with CAD	See Product Migration Options section for details.	Cisco Finesse	-

Product Migration Options

Customers are encouraged to migrate to Cisco Finesse. Information about this product can be found at:

<http://www.cisco.com/c/en/us/products/customer-collaboration/finesse/index.html>.

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

http://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 dispose properly 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:

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

For More Information

For More Information Cisco Finesse, visit <http://www.cisco.com/c/en/us/products/customer-collaboration/finesse/index.html>, or contact your local account representative.

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>.

Subscribe for RSS Notifications for End-of-Life and End-of-Sale Notices

To subscribe to the End-of-Life and End-of-Sale RSS Feed, insert the following URL into your RSS application:

http://www.cisco.com/web/feeds/products/end_of_life_rss.xml.

Any authorized translation issued by Cisco Systems or affiliates of this end-of-life Product Bulletin is intended to help customers understand the content described in the English version. This translation is the result of a commercially reasonable effort; however, if there are discrepancies between the English version and the translated document, please refer to the English version, which is considered authoritative.



Americas Headquarters
Cisco Systems, Inc.
San Jose, CA

Asia Pacific Headquarters
Cisco Systems (USA) Pte. Ltd.
Singapore

Europe Headquarters
Cisco Systems International BV Amsterdam,
The Netherlands

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at www.cisco.com/go/offices.

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: www.cisco.com/go/trademarks. Third party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1110R)