

End-of-Sale and End-of-Life Announcement for the Cisco Unified Contact Center Enterprise, Cisco Unified Intelligent Contact Management Enterprise, and Hosted Editions On-Demand Licensing

EOL10935

Cisco announces the end-of-sale and end-of-life dates for the Cisco Unified Contact Center Enterprise, Cisco Unified Intelligent Contact Management Enterprise, and Hosted Editions On-Demand Licensing. The last day to order the affected product(s) is November 30, 2016. 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.

Table 1. End-of-Life Milestones and Dates for the Cisco Unified Contact Center Enterprise, Cisco Unified Intelligent Contact Management Enterprise, and Hosted Editions On-Demand Licensing

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.	June 1, 2016
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 30, 2016
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.	February 28, 2017
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.	November 30, 2017
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.	November 30, 2017
End of Service Contract Renewal Date: App. SW	The last date to extend or renew a service contract for the product.	February 26, 2019
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.	November 30, 2019

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
IPCE-OD-AGENTS	CC ENTERPRISE On Demand Agent Licenses
IPCE-OD-CAGT-LC	CC ENTERPRISE On Demand CRM Agent License Cert
IPCE-OD-CRMAGT-L	CC ENTERPRISE ON DEMAND CRM AGENT LICENSE - 1 MONTH
IPCE-OD-DIALP-L	CC ENTERPRISE ON DEMAND OUTBOUND DIAL PORT LICENSE - 1 MONTH
IPCE-OD-DIALP-LC	CC ENTERPRISE On Demand Outbound Dial Port License Cert
IPCE-OD-EAGT-LC	CC ENTERPRISE On Demand Enhanced Agent License Cert
IPCE-OD-ENHAGT-L	CC ENTERPRISE ON DEMAND ENHANCED AGENT LICENSE - 1 MONTH
IPCE-OD-PAGT-LC	CC ENTERPRISE On Demand Premium Agent License Cert
IPCE-OD-PRMAGT-L	CC ENTERPRISE ON DEMAND PREMIUM AGENT LICENSE - 1 MONTH
IPCE-OD-PTLKAGT	CC ENTERPRISE On Demand Premium CTI Toolkit Agent Type
IPCE-OD-REMEDCRM	CC Enterprise On Demand Remedy Connector License
IPCE-OD-SAGT-LC	CC ENTERPRISE On Demand Standard Agent License Cert
IPCE-OD-SIEBLCRM	CC Enterprise On Demand Siebel Connector License
IPCE-OD-SPECIAL	CC ENTERPRISE On Demand Agent Licenses TeleTech Special
IPCE-OD-STDAGT-L	CC ENTERPRISE ON DEMAND STANDARD AGENT LICENSE - 1 MONTH
IPCE-ODNS-AGENTS	CC ENT On Demand Agent LICs - SUPPORT NOT INCL
IPCE-ODNS-CAGT-LC	CC ENT On Demand CRM Agent License Cert-SUPPORT NOT INCL
IPCE-ODNS-CRMAGT-L	CC ENT ON DEMAND CRM AGENT LIC. - 1 MONTH-SUPPORT NOT INCL
IPCE-ODNS-DIALP-L	CC ENT ON DEMAND OUTB DIAL PORT LIC-1 MONTH-SUPPORT NOT INCL
IPCE-ODNS-DIALP-LC	CC ENT On Demand OUTB Dial Port LIC Cert - SUPPORT NOT INCL
IPCE-ODNS-EAGT-LC	CC ENT On Demand ENH Agent LIC Cert - SUPPORT NOT INCL
IPCE-ODNS-ENHAGT-L	CC ENT ON DEMAND ENH AGENT LIC - 1 MONTH - SUPPORT NOT INCL
IPCE-ODNS-PAGT-LC	CC ENT On Demand PREM Agent LIC Cert - SUPPORT NOT INCL
IPCE-ODNS-PRMAGT-L	CC ENT ON DEMAND PREM AGENT LIC-1MONTH-SUPPORT NOT INCL
IPCE-ODNS-PSBLAGT	CC ENT On Demand Siebel Agent Type - SUPPORT NOT INCL
IPCE-ODNS-PTLKAGT	CC ENT On Demand PREM CTI TOOLK Agent Type-SUPPORT NOT INCL
IPCE-ODNS-REMEDCRM	CC ENT On Demand Remedy Connector License-SUPPORT NOT INCL
IPCE-ODNS-SAGT-LC	CC ENT On Demand STD Agent LIC Cert - SUPPORT NOT INCL
IPCE-ODNS-SIEBLCRM	CC ENT On Demand Siebel Connector License-SUPPORT NOT INCL
IPCE-ODNS-STDAGT-L	CC ENT ON DEMAND STD AGENT LIC-1 MONTH-SUPPORT NOT INCL
IPCE-ODSPC-TKAG-L	CCE ON DEMAND PREMIUM AGENT LICENSE-1 MONTH TeleTech Special
IPCH-OD-AGENTS	CC HOSTED On Demand Agent Licenses
IPCH-OD-CAGT-LC	CC Hosted On Demand CRM Agent License Cert
IPCH-OD-CRMAGT-L	CC Hosted ON DEMAND CRM AGENT LICENSE - 1 MONTH
IPCH-OD-DIALP-L	CC HOSTED ON DEMAND OUTBOUND DIAL PORT LICENSE - 1 MONTH
IPCH-OD-DIALP-LC	CC HOSTED On Demand Outbound Dial Port License Cert
IPCH-OD-PAGT-LC	CC HOSTED On Demand Premium Agent License Cert
IPCH-OD-PRMAGT-L	CC HOSTED ON DEMAND PREMIUM AGENT LICENSE - 1 MONTH
IPCH-OD-PTLKAGT	CC HOSTED On Demand Premium CTI Toolkit Agent Type
IPCH-OD-REMEDCRM	CC Hosted On Demand Remedy Connector License
IPCH-OD-SAGT-LC	CC HOSTED On Demand Standard Agent License Cert
IPCH-OD-SIEBLCRM	CC Hosted On Demand Siebel Connector License

End-of-Sale Product Part Number	Product Description
IPCH-OD-STDAGT-L	CC HOSTED ON DEMAND STANDARD AGENT LICENSE - 1 MONTH
IPCH-ODNS-AGENTS	CC HOSTED On Demand Agent LICs - SUPPORT NOT INCL
IPCH-ODNS-CAGT-LC	CC HOSTED On Demand CRM Agent License Cert-SUPPORT NOT INCL
IPCH-ODNS-CRMAGT-L	CC HOSTED ON DEMAND CRM AGENT LIC. -1 MONTH-SUPPORT NOT INCL
IPCH-ODNS-DIALP-L	CC HOSTED ON DEMAND OUTB DIALPRT LIC-1MONTH-SUPPORT NOT INCL
IPCH-ODNS-DIALP-LC	CC HOSTED On Demand OUTB Dial Prt LIC Cert-SUPPORT NOT INCL
IPCH-ODNS-PAGT-LC	CC HOSTED On Demand PREM Agent LIC Cert - SUPPORT NOT INCL
IPCH-ODNS-PCADAGT	CC HOSTED On Demand PREM CAD Agent Type - SUPPORT NOT INCL
IPCH-ODNS-PRMAGT-L	CC HOSTED ON DEMAND PREM AGENT LIC -1 MONTH-SUPPORT NOT INCL
IPCH-ODNS-PSBLAGT	CC HOSTED On Demand Siebel Agent Type - SUPPORT NOT INCL
IPCH-ODNS-PTLKAGT	CC HOSTED On Demand PREM CTI TOOLK Agt Type-SUPPORT NOT INCL
IPCH-ODNS-REMEDCRM	CC HOSTED On Demand Remedy Connector Lic.-SUPPORT NOT INCL
IPCH-ODNS-SAGT-LC	CC HOSTED On Demand STD Agent LIC Cert - SUPPORT NOT INCL
IPCH-ODNS-SCADAGT	CC HOSTED On Demand STD CAD Agent Type - SUPPORT NOT INCL
IPCH-ODNS-SIEBLCRM	CC HOSTED On Demand Siebel Connector Lic.-SUPPORT NOT INCL
IPCH-ODNS-STDAGT-L	CC HOSTED ON DEMAND STD AGENT LIC - 1 MONTH-SUPPORT NOT INCL
IVR-OD-70	IPIVR 7.0 On Demand Licenses with support
IVR-OD-80	IPIVR 8.0 On Demand Licenses with support
IVR-ODNS	IPIVR On Demand without Support
IVR-ODNS-50	IPIVR 5.0 On Demand Licenses - NO SUPPORT

Product Migration Options

There is no replacement available for the Cisco Unified Contact Center Enterprise, Cisco Unified Intelligent Contact Management Enterprise, and Hosted Editions On-Demand Licensing at this time.

Customers are encouraged to migrate to the Cisco Hosted Collaboration Solution for Contact Center. Information about this product can be found at: <http://www.cisco.com/c/en/us/products/unified-communications/hosted-collaboration-solution-contact-center/index.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:

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

For More Information

For more Information about the Cisco Hosted Collaboration Solution for Contact Center, visit <http://www.cisco.com/c/en/us/products/unified-communications/hosted-collaboration-solution-contact-center/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.

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