

## End-of-Sale and End-of-Life Announcement for the Cisco Unified Contact Center Express 8.5(1) - Part 2

EOL9640

Cisco announces the end-of-sale and end-of-life dates for the Cisco Unified Contact Center Express 8.5(1) - Part 2. The last day to order the affected product(s) is August 25, 2014. 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 Express 8.5(1) - Part 2

Milestone	Definition	Date
<b>End-of-Life Announcement Date</b>	The date the document that announces the end-of-sale and end-of-life of a product is distributed to the general public.	February 24, 2014
<b>End-of-Sale Date</b>	The last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale after this date.	August 25, 2014
<b>Last Ship Date: App. SW</b>	The last-possible ship date that can be requested of Cisco and/or its contract manufacturers. Actual ship date is dependent on lead time.	November 23, 2014
<b>End of SW Maintenance Releases Date: App. SW</b>	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 25, 2015
<b>End of New Service Attachment Date: App. SW</b>	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 25, 2015
<b>End of Service Contract Renewal Date: App. SW</b>	The last date to extend or renew a service contract for the product.	November 20, 2016
<b>Last Date of Support: App. SW</b>	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, 2017

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
CCX-85-ADDON-LIC	CCX 8.5 ADDON - pDelivery LICENSES ONLY	See the Product Migration Options section below for detailed information on replacing this product.		
CCX-85-BDL-ADDON	CCX 8.5 - CM,CME Bundle Licenses; ADD ON pDelivery LICENSESONLY	See the Product Migration Options section below for detailed information on replacing this product.		
CCX-85-BDL-UPG	CCX 8.5 -CM, CME Bundle Licenses; UPG,ADDON pDelivery; LICENSESONLY	See the Product Migration Options section below for detailed information on replacing this product.		
CCX-85-CMBLDLIC	CCX 8.5 CCX CM Bundle Appliance Entitlement, PAK pDelivery	See the Product Migration Options section below for detailed information on replacing this product.		
CCX-85-CMBLDLIC=	CCX 8.5 CCX CM Bundle Appliance Entitlement, PAK pDelivery	See the Product Migration Options section below for detailed information on replacing this product.		
CCX-85-CMEBLDLIC=	CCX 8.5 CCX CME Bundle Appliance Entitlement, PAK pDelivery	See the Product Migration Options section below for detailed information on replacing this product.		
CCX-85-E-SVR-LIC	CCX 8.5 NEW - 8.5 ENH Server License	See the Product Migration Options section below for detailed information on replacing this product.		
CCX-85-EP-BDL-U	CCX 8.5 Upgrade 5 Seat ENH Bundle-PRE pDelivery LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.		
CCX-85-EP-BDL-U=	CCX 8.5 Upgrade 5 Seat ENH Bundle-PRE pDelivery LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.		
CCX-85-NFR=	CCX 8.5 NFR Kit: PRE HA 6 seats Pre IB/OB/email, CR, AQM,WFM	See the Product Migration Options section below for detailed information on replacing this product.		
CCX-85-P-SVR-LIC	CCX 8.5 NEW - 8.5 PRE Server License	See the Product Migration Options section below for detailed information on replacing this product.		
CCX-85-S-SVR-LIC	CCX 8.5 STD Server License	See the Product Migration Options section below for detailed information on replacing this product.		
CCX-85-WPL-NFR	CCX 8.5 UC 8 NFR PRE HA 6 seats Pre IB/OB/email, CR, AQM,WFM	See the Product Migration Options section below for detailed information on replacing this product.		
CCX-85E-P-SVRLIC	CCX 8.5 ENH-PRE Server License	See the Product Migration Options section below for detailed information on replacing this product.		
CCX-85MEDIKIT-K9=	CCX 8.5 Qty 1 CCX Media Kit - NO LICENSES	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
CCX-85S-E-SVRLIC	CCX 8.5 STD-ENH Server License	See the Product Migration Options section below for detailed information on replacing this product.		
CCX-85S-P-SVRLIC	CCX 8.5 STD-PRE Server License	See the Product Migration Options section below for detailed information on replacing this product.		
CCX-85WFMEDIAKIT	CCX 8.5 UPG WFM Media Kit for physical a la carte upgs only	See the Product Migration Options section below for detailed information on replacing this product.		
CCX-85WFMEDIAKIT=	CCX 8.5 Workforce Manager Qty 1 Media Kit - NO LICENSES	See the Product Migration Options section below for detailed information on replacing this product.		
CCX-UPG-85-UWL=	CCX for CUWL Pro STD 8.5 new deployment, CUWL entitlement	See the Product Migration Options section below for detailed information on replacing this product.		
CCX-UPG-CR70-85K9=	CCX CR 7.0 to 8.5 CR UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.		
CCX-UPG-CR80-85K9=	CCX CR 8.0 to 8.5 CR UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.		
CCX-UPG-CR85-85K9=	CCX CR 8.5 to 8.5 CR ESW Maintenance Upgrade	See the Product Migration Options section below for detailed information on replacing this product.		
CCX-UPG-E-35-85K9=	CCX ENH 3.5 to 8.5 ENH UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.		
CCX-UPG-E-40-85K9=	CCX ENH 4.0 to 8.5 ENH UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.		
CCX-UPG-E-41-85K9=	CCX ENH 4.1 to 8.5 ENH UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.		
CCX-UPG-E-45-85K9=	CCX ENH 4.5 to 8.5 ENH UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.		
CCX-UPG-E-50-85K9=	CCX ENH 5.0 to 8.5 ENH UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.		
CCX-UPG-E-60-85K9=	CCX ENH 6.0 to 8.5 ENH UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.		
CCX-UPG-E-70-85K9=	CCX ENH 7.0 to 8.5 ENH UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.		
CCX-UPG-E-80-85K9=	CCX ENH 8.0 to 8.5 ENH EUCSS Major Upgrade	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
CCX-UPG-E-85-85K9=	CCX ENH 8.5 to 8.5 ENH ESW Maintenance Upgrade		See the Product Migration Options section below for detailed information on replacing this product.	
CCX-UPG-P-35-85K9=	CCX PRE 3.5 to 8.5 PRE UCSS Major Upgrade		See the Product Migration Options section below for detailed information on replacing this product.	
CCX-UPG-P-40-85K9=	CCX PRE 4.0 to 8.5 PRE UCSS Major Upgrade		See the Product Migration Options section below for detailed information on replacing this product.	
CCX-UPG-P-41-85K9=	CCX PRE 4.1 to 8.5 PRE UCSS Major Upgrade		See the Product Migration Options section below for detailed information on replacing this product.	
CCX-UPG-P-45-85K9=	CCX PRE 4.5 to 8.5 PRE UCSS Major Upgrade		See the Product Migration Options section below for detailed information on replacing this product.	
CCX-UPG-P-50-85K9=	CCX PRE 5.0 to 8.5 PRE UCSS Major Upgrade		See the Product Migration Options section below for detailed information on replacing this product.	
CCX-UPG-P-60-85K9=	CCX PRE 6.0 to 8.5 PRE UCSS Major Upgrade		See the Product Migration Options section below for detailed information on replacing this product.	
CCX-UPG-P-70-85K9=	CCX PRE 7.0 to 8.5 PRE UCSS Major Upgrade		See the Product Migration Options section below for detailed information on replacing this product.	
CCX-UPG-P-80-85K9=	CCX PRE 8.0 to 8.5 PRE UCSS Major Upgrade		See the Product Migration Options section below for detailed information on replacing this product.	
CCX-UPG-P-85-85K9=	CCX PRE 8.5 to 8.5 PRE ESW Maintenance Upgrade		See the Product Migration Options section below for detailed information on replacing this product.	
CCX-UPG-QM41-85K9=	CCX PRE QM 4.1 to 8.5 PRE QM UCSS Major Upgrade		See the Product Migration Options section below for detailed information on replacing this product.	
CCX-UPG-QM50-85K9=	CCX PRE QM 5.0 to 8.5 PRE QM UCSS Major Upgrade		See the Product Migration Options section below for detailed information on replacing this product.	
CCX-UPG-QM60-85K9=	CCX PRE QM 6.0 to 8.5 PRE QM UCSS Major Upgrade		See the Product Migration Options section below for detailed information on replacing this product.	
CCX-UPG-QM70-85K9=	CCX PRE QM 7.0 to 8.5 PRE QM UCSS Major Upgrade		See the Product Migration Options section below for detailed information on replacing this product.	
CCX-UPG-QM80-85K9=	CCX PRE QM 8.0 to 8.5 PRE QM UCSS Major Upgrade		See the Product Migration Options section below for detailed information on replacing this product.	
CCX-UPG-QM85-85K9=	CCX PRE QM 8.5 to 8.5 PRE QM ESW Maintenance Upgrade		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
CCX-UPG-S-40-85K9=	CCX STD 4.0 to 8.5 STD UCSS Major Upgrade			
CCX-UPG-S-41-85K9=	CCX STD 4.1 to 8.5 STD UCSS Major Upgrade			
CCX-UPG-S-45-85K9=	CCX STD 4.5 to 8.5 STD UCSS Major Upgrade			
CCX-UPG-S-50-85K9=	CCX STD 5.0 to 8.5 STD UCSS Major Upgrade			
CCX-UPG-S-60-85K9=	CCX STD 5.0 to 8.5 STD UCSS Major Upgrade			
CCX-UPG-S-70-85K9=	CCX STD 7.0 to 8.5 STD Major Upgrade			
CCX-UPG-S-80-85K9=	CCX STD 8.0 to 8.5 STD Major Upgrade			
CCX-UPG-S-85-85K9=	CCX STD 8.5 to 8.5 STD ESW Maintenance Upgrade			
CCX-UPG-S35-85K9=	CCX STD 3.5 to 8.5 STD UCSS Major Upgrade			
CCX-UPG-WFM-41-85=	CCX PRE WFM 4.1 to 8.5 PRE WFM UCSS Major Upgrade			
CCX-UPG-WFM-50-85=	CCX PRE WFM 5.0 to 8.5 PRE WFM UCSS Major Upgrade			
CCX-UPG-WFM-60-85=	CCX PRE WFM 6.0 to 8.5 PRE WFM UCSS Major Upgrade			
CCX-UPG-WFM-70-85=	CCX PRE WFM 7.0 to 8.5 PRE WFM UCSS Major Upgrade			
CCX-UPG-WFM-80-85=	CCX PRE WFM 8.0 to 8.5 PRE WFM UCSS Major Upgrade			
CCX-UPG-WFM-85-85=	CCX PRE WFM 8.5 to 8.5 PRE WFM ESW Maintenance Upgrade			
CCX-UPGAQM50-85K9=	CCX PRE AQM 5.0 to 8.5 PRE AQM UCSS Major Upgrade			

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
CCX-UPGAQM60-85K9=	CCX PRE AQM 6.0 to 8.5 PRE AQM UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.		
CCX-UPGAQM70-85K9=	CCX PRE AQM 7.0 to 8.5 PRE AQM UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.		
CCX-UPGAQM80-85K9=	CCX PRE AQM 8.0 to 8.5 PRE AQM UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.		
CCX-UPGAQM85-85K9=	CCX PRE AQM 8.5 to 8.5 PRE AQM ESW Maintenance Upgrade	See the Product Migration Options section below for detailed information on replacing this product.		
CCX-UPGE3031-85K9=	CCX ENH 3.0,3.1 NO IVR Option to 7.0 ENH UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.		
CCX-UPGEHA40-85K9=	CCX ENH HA 4.0 HA to 8.5 HA ENH UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.		
CCX-UPGEHA41-85K9=	CCX ENH HA 4.1 HA to 8.5 HA ENH UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.		
CCX-UPGEHA50-85K9=	CCX ENH HA 5.0 HA to 8.5 HA ENH UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.		
CCX-UPGEHA60-85K9=	CCX ENH HA 6.0 HA to 8.5 HA ENH UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.		
CCX-UPGEHA70-85K9=	CCX ENH HA 7.0 HA to 8.5 HA ENH UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.		
CCX-UPGEHA80-85K9=	CCX ENH HA 8.0 HA to 8.5 HA ENH UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.		
CCX-UPGOIVR8590K9=	CCX OBIVR 8.5 to 9.0 OBIVR UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.		
CCX-UPGP3031-85K9=	CCX PRE 3.0,3.1 NO IVR Option to 7.0 PRE UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.		
CCX-UPGPHA40-85K9=	CCX PRE HA 4.0 HA to 8.5 HA PRE UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.		
CCX-UPGPHA41-85K9=	CCX PRE HA 4.1 HA to 8.5 HA PRE UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.		
CCX-UPGPHA60-85K9=	CCX PRE HA 6.0 HA to 8.5 HA PRE UCSS Major Upgrade	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
CCX-UPGPHA70-85K9=	CCX PRE HA 7.0 HA to 8.5 HA PRE UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.		
CCX-UPGPHA80-85K9=	CCX PRE HA 8.0 HA to 8.5 HA PRE UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.		
CCX-UPGS3031-85K9=	CCX STD 3.0,3.1 NO IVR Option to 7.0 STD UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.		
CCX85AQMMEDIKITK9=	CCX 8.5 Adv Quality Manager Qty 1 Media Kit - NO LICENSES	See the Product Migration Options section below for detailed information on replacing this product.		
CCX85CRMEDIAKITK9=	CCX 8.5 Compliance Recording Qty 1 Media Kit - NO LICENSES	See the Product Migration Options section below for detailed information on replacing this product.		
CCX85QMEDIKITK9=	CCX 8.5 Quality Manager Qty 1 Media Kit - NO LICENSES	See the Product Migration Options section below for detailed information on replacing this product.		
L-CCX-85-AQM-L-K9=	CCX 8.5 Advanced Quality Manager Svr, 10 Seats LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.		
L-CCX-85-AQM10SL=	CCX 8.5 Advanced Quality Manager Seat Qty 10 LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.		
L-CCX-85-AQM1SL=	CCX 8.5 Advanced Quality Manager Seat Qty 1 LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.		
L-CCX-85-AQM25SL=	CCX 8.5 Advanced Quality Manager Seat Qty 25 LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.		
L-CCX-85-AQM50SL=	CCX 8.5 Advanced Quality Manager Seat Qty 50 LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.		
L-CCX-85-BDL-ADDON	CCX 8.5 - CM,CME Bundle Licenses; ADD ON eDelivery LICENSES ONLY	See the Product Migration Options section below for detailed information on replacing this product.		
L-CCX-85-CMBLDLIC	CCX 8.5 CCX CM Bundle Appliance Entitlement, PAK eDelivery	See the Product Migration Options section below for detailed information on replacing this product.		
L-CCX-85-CMBLDLIC=	CCX 8.5 CCX CM Bundle Appliance Entitlement, PAK eDelivery	See the Product Migration Options section below for detailed information on replacing this product.		
L-CCX-85-CR-L-K9=	CCX 8.5 Compliance Recording Server, 10 Seats LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.		
L-CCX-85-CR10SL=	CCX 8.5 CR Seat Qty 10 LICENSE ONLY	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
L-CCX-85-CR1SL=	CCX 8.5 CR Seat Qty 1 LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.		
L-CCX-85-CR25SL=	CCX 8.5 CR Seat Qty 25 LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.		
L-CCX-85-CR50SL=	CCX 8.5 CR Seat Qty 50 LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.		
L-CCX-85-E-10SL=	CCX 8.5 ENH Seat Qty 10 LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.		
L-CCX-85-E-1SL=	CCX 8.5 ENH Seat Qty 1 LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.		
L-CCX-85-E-25SL=	CCX 8.5 ENH Seat Qty 25 LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.		
L-CCX-85-E-50SL=	CCX 8.5 ENH Seat Qty 50 LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.		
L-CCX-85-E-L-K9=	CCX 8.5 NEW ENH Server and 10 Seats LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.		
L-CCX-85-E-SVR-LIC	CCX 8.5 NEW - 8.5 ENH Server License	See the Product Migration Options section below for detailed information on replacing this product.		
L-CCX-85-EHA-L-K9=	CCX 8.5 NEW ENHANCED HA Server LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.		
L-CCX-85-EP-BDL-U	CCX 8.5 Upgrade 5 Seat ENH Bundle-PRE eDelivery LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.		
L-CCX-85-EP-BDL-U=	CCX 8.5 Upgrade 5 Seat ENH Bundle-PRE eDelivery LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.		
L-CCX-85-P-10SL=	CCX 8.5 PRE Seat Qty 10 LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.		
L-CCX-85-P-1SL=	CCX 8.5 PRE Seat Qty 1 LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.		
L-CCX-85-P-25SL=	CCX 8.5 PRE Seat Qty 25 LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.		
L-CCX-85-P-50SL=	CCX 8.5 PRE Seat Qty 50 LICENSE ONLY	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
L-CCX-85-P-L-K9=	CCX 8.5 NEW PREMIUM Server and 10 Seats LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.		
L-CCX-85-P-SVR-LIC	CCX 8.5 NEW - 8.5 PRE Server License	See the Product Migration Options section below for detailed information on replacing this product.		
L-CCX-85-PHA-L-K9=	CCX 8.5 NEW PREMIUM HA Server LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.		
L-CCX-85-QM-L-K9=	CCX 8.5 Quality Manager Server, 10 Seats LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.		
L-CCX-85-QM10SL=	CCX 8.5 Quality Manager Seat Qty 10 LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.		
L-CCX-85-QM1SL=	CCX 8.5 Quality Manager Seat Qty 1 LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.		
L-CCX-85-QM25SL=	CCX 8.5 Quality Manager Seat Qty 25 LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.		
L-CCX-85-QM50SL=	CCX 8.5 Quality Manager Seat Qty 50 LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.		
L-CCX-85-S-10SL=	CCX 8.5 STD Seat Qty 10 LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.		
L-CCX-85-S-1SL=	CCX 8.5 STD Seat Qty 1 LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.		
L-CCX-85-S-25SL=	CCX 8.5 STD Seat Qty 25 LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.		
L-CCX-85-S-50SL=	CCX 8.5 STD Seat Qty 50 LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.		
L-CCX-85-S-L-K9=	CCX 8.5 NEW STANDARD Server and 10 Seats LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.		
L-CCX-85-S-SVR-LIC	CCX 8.5 STD Server License	See the Product Migration Options section below for detailed information on replacing this product.		
L-CCX-85-WFM-L=	CCX 8.5 Workforce Manager Server, 10 Seats LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.		
L-CCX-85-WFM10SL=	CCX 8.5 Workforce Manager Seat Qty 10 LICENSE ONLY	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
L-CCX-85-WFM1SL=	CCX 8.5 Workforce Manager Seat Qty 1 LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.		
L-CCX-85-WFM25SL=	CCX 8.5 Workforce Manager Seat Qty 25 LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.		
L-CCX-85-WFM50SL=	CCX 8.5 Workforce Manager Seat Qty 50 LICENSE ONLY	See the Product Migration Options section below for detailed information on replacing this product.		
L-CCX-85CMEBLDIC=	CCX 8.5CCX CME Bundle Appliance Entitlement, PAK eDelivery	See the Product Migration Options section below for detailed information on replacing this product.		
L-CCX-85E-P-SVRLIC	CCX 8.5 ENH-PRE Server License	See the Product Migration Options section below for detailed information on replacing this product.		
L-CCX-85S-E-SVRLIC	CCX 8.5 STD-ENH Server License	See the Product Migration Options section below for detailed information on replacing this product.		
L-CCX-85S-P-SVRLIC	CCX 8.5 STD-PRE Server License	See the Product Migration Options section below for detailed information on replacing this product.		
R-CCX-40MEDIKIT85	CCX 8.5 UPG 4.0 Media Kit for physical a la carte upgs only	See the Product Migration Options section below for detailed information on replacing this product.		
R-CCX-70MEDIKIT85	CCX 8.5 UPG 7.0 Media Kit for physical a la carte upgs only	See the Product Migration Options section below for detailed information on replacing this product.		
R-CCX-85-CMBNDL-K9	CCX 8.5 5 Seat CCX ENH CM Bundle - AVAILABLE ONLY FOR NEW CM	See the Product Migration Options section below for detailed information on replacing this product.		
R-CCX-85-MED-KIT	CCX 8.5 Media Kits Electronic SW Delivery - NO LICENSES	See the Product Migration Options section below for detailed information on replacing this product.		
R-CCX-85-MEDIA	CCX 8.5 Media - Electronic Software Delivery	See the Product Migration Options section below for detailed information on replacing this product.		
R-CCX-85-NFR=	CCX 8.5 NFR Kit: PRE HA 6 seats Pre IB/OB/email, CR, AQM,WFM	See the Product Migration Options section below for detailed information on replacing this product.		
R-CCX-85-UPG-LIC	CCX 8.5 UPGRADE - eDelivery LICENSES and ESD of MEDIA	See the Product Migration Options section below for detailed information on replacing this product.		
R-CCX-85-WPL-NFR	CCX 8.5 UC 8 NFR PRE HA 6 seats Pre IB/OB/email, CR, AQM,WFM	See the Product Migration Options section below for detailed information on replacing this product.		
R-CCX-85MEDIKITK9	CCX 8.5 Media Kit - ESD SW	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
R-CCX-85MEDKIT-K9=	CCX 8.5 Qty 1 CCX Media Kit - NO LICENSES	See the Product Migration Options section below for detailed information on replacing this product.		
R-CCX-85QMEDIKIT9	CCX 8.5 UPG QM Media Kit for physical a la carte upgs only	See the Product Migration Options section below for detailed information on replacing this product.		
R-CCX-85WFMEDIKIT	CCX 8.5 UPG WFM Media Kit for physical a la carte upgs only	See the Product Migration Options section below for detailed information on replacing this product.		
R-CCX-85WFMEDIKIT=	CCX 8.5 Workforce Manager Qty 1 Media Kit - NO LICENSES	See the Product Migration Options section below for detailed information on replacing this product.		
R-CCX-UPG-E3585K9=	CCX ENH 3.5 to 8.5 ENH UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.		
R-CCX-UPG-E8585K9=	CCX ENH 8.5 to 8.5 ENH ESW Maintenance Upgrade	See the Product Migration Options section below for detailed information on replacing this product.		
R-CCX-UPG-S3585K9=	CCX STD 3.5 to 8.5 STD UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.		
R-CCX-UPGCR7085K9=	CCX CR 7.0 to 8.5 CR UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.		
R-CCX-UPGCR8085K9=	CCX CR 8.0 to 8.5 CR UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.		
R-CCX-UPGCR8585K9=	CCX CR 8.5 to 8.5 CR ESW Maintenance Upgrade	See the Product Migration Options section below for detailed information on replacing this product.		
R-CCX-UPGE40-85K9=	CCX ENH 4.0 to 8.5 ENH UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.		
R-CCX-UPGE41-85K9=	CCX ENH 4.1 to 8.5 ENH UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.		
R-CCX-UPGE45-85K9=	CCX ENH 4.5 to 8.5 ENH UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.		
R-CCX-UPGE50-85K9=	CCX ENH 5.0 to 8.5 ENH UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.		
R-CCX-UPGE60-85K9=	CCX ENH 6.0 to 8.5 ENH UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.		
R-CCX-UPGE70-85K9=	CCX ENH 7.0 to 8.5 ENH UCSS Major Upgrade	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
R-CCX-UPGE80-85K9=	CCX ENH 8.0 to 8.5 ENH EUCSS Major Upgrade			
R-CCX-UPGP35-85K9=	CCX PRE 3.5 to 8.5 PRE UCSS Major Upgrade			
R-CCX-UPGP40-85K9=	CCX PRE 4.0 to 8.5 PRE UCSS Major Upgrade			
R-CCX-UPGP41-85K9=	CCX PRE 4.1 to 8.5 PRE UCSS Major Upgrade			
R-CCX-UPGP45-85K9=	CCX PRE 4.5 to 8.5 PRE UCSS Major Upgrade			
R-CCX-UPGP50-85K9=	CCX PRE 5.0 to 8.5 PRE UCSS Major Upgrade			
R-CCX-UPGP60-85K9=	CCX PRE 6.0 to 8.5 PRE UCSS Major Upgrade			
R-CCX-UPGP70-85K9=	CCX PRE 7.0 to 8.5 PRE UCSS Major Upgrade			
R-CCX-UPGP80-85K9=	CCX PRE 8.0 to 8.5 PRE UCSS Major Upgrade			
R-CCX-UPGP85-85K9=	CCX PRE 8.5 to 8.5 PRE ESW Maintenance Upgrade			
R-CCX-UPGQM7085K9=	CCX PRE QM 7.0 to 8.5 PRE QM UCSS Major Upgrade			
R-CCX-UPGQM8085K9=	CCX PRE QM 8.0 to 8.5 PRE QM UCSS Major Upgrade			
R-CCX-UPGQM8585K9=	CCX PRE QM 8.5 to 8.5 PRE QM ESW Maintenance Upgrade			
R-CCX-UPGS35-85K9=	CCX STD 3.5 to 8.5 STD UCSS Major Upgrade			
R-CCX-UPGS40-85K9=	CCX STD 4.0 to 8.5 STD UCSS Major Upgrade			
R-CCX-UPGS41-85K9=	CCX STD 4.1 to 8.5 STD UCSS Major Upgrade			

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
R-CCX-UPGS45-85K9=	CCX STD 4.5 to 8.5 STD UCSS Major Upgrade			
R-CCX-UPGS50-85K9=	CCX STD 5.0 to 8.5 STD UCSS Major Upgrade			
R-CCX-UPGS60-85K9=	CCX STD 5.0 to 8.5 STD UCSS Major Upgrade			
R-CCX-UPGS70-85K9=	CCX STD 7.0 to 8.5 STD Major Upgrade			
R-CCX-UPGS80-85K9=	CCX STD 8.0 to 8.5 STD Major Upgrade			
R-CCX-UPGS85-85K9=	CCX STD 8.5 to 8.5 STD ESW Maintenance Upgrade			
R-CCX85AQMMEDK9=	CCX 8.5 Adv Quality Manager Qty 1 Media Kit - NO LICENSES			
R-CCX85AQMMEDKITK9	CCX 8.5 UPG AQM Media Kit for physical a la carte upgs only			
R-CCX85CRMEDKITK9	CCX 8.5 UPG CR Media Kit for physical a la carte upgs only			
R-CCX85CRMEDKITK9=	CCX 8.5 Compliance Recording Qty 1 Media Kit - NO LICENSES			
R-CCX85QMMEDKITK9=	CCX 8.5 Quality Manager Qty 1 Media Kit - NO LICENSES			
R-CCXUPGAQM5085K9=	CCX PRE AQM 5.0 to 8.5 PRE AQM UCSS Major Upgrade			
R-CCXUPGAQM6085K9=	CCX PRE AQM 6.0 to 8.5 PRE AQM UCSS Major Upgrade			
R-CCXUPGAQM7085K9=	CCX PRE AQM 7.0 to 8.5 PRE AQM UCSS Major Upgrade			
R-CCXUPGAQM8085K9=	CCX PRE AQM 8.0 to 8.5 PRE AQM UCSS Major Upgrade			
R-CCXUPGAQM8585K9=	CCX PRE AQM 8.5 to 8.5 PRE AQM ESW Maintenance Upgrade			

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
R-CCXUPGE303185K9=	CCX ENH 3.0,3.1 NO IVR Option to 7.0 ENH UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.		
R-CCXUPGEHA4085K9=	CCX ENH HA 4.0 HA to 8.5 HA ENH UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.		
R-CCXUPGEHA4185K9=	CCX ENH HA 4.1 HA to 8.5 HA ENH UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.		
R-CCXUPGEHA5085K9=	CCX ENH HA 5.0 HA to 8.5 HA ENH UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.		
R-CCXUPGEHA6085K9=	CCX ENH HA 6.0 HA to 8.5 HA ENH UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.		
R-CCXUPGEHA7085K9=	CCX ENH HA 7.0 HA to 8.5 HA ENH UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.		
R-CCXUPGEHA8085K9=	CCX ENH HA 8.0 HA to 8.5 HA ENH UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.		
R-CCXUPGP303185K9=	CCX PRE 3.0,3.1 NO IVR Option to 7.0 PRE UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.		
R-CCXUPGPHA4085K9=	CCX PRE HA 4.0 HA to 8.5 HA PRE UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.		
R-CCXUPGPHA4185K9=	CCX PRE HA 4.1 HA to 8.5 HA PRE UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.		
R-CCXUPGPHA5085K9=	CCX PRE HA 5.0 HA to 8.5 HA PRE UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.		
R-CCXUPGPHA6085K9=	CCX PRE HA 6.0 HA to 8.5 HA PRE UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.		
R-CCXUPGPHA7085K9=	CCX PRE HA 7.0 HA to 8.5 HA PRE UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.		
R-CCXUPGPHA8085K9=	CCX PRE HA 8.0 HA to 8.5 HA PRE UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.		
R-CCXUPGQM41-85K9=	CCX PRE QM 4.1 to 8.5 PRE QM UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.		
R-CCXUPGQM50-85K9=	CCX PRE QM 5.0 to 8.5 PRE QM UCSS Major Upgrade	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
R-CCXUPGQM60-85K9=	CCX PRE QM 6.0 to 8.5 PRE QM UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.		
R-CCXUPGS303185K9=	CCX STD 3.0,3.1 NO IVR Option to 7.0 STD UCSS Major Upgrade	See the Product Migration Options section below for detailed information on replacing this product.		

## Product Migration Options

Customers are encouraged to migrate to the Unified Contact Center Express 9.0 or 10.0. Information about this product can be found at: <http://www.cisco.com/en/US/products/sw/custcosw/ps1846/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](http://www.cisco.com/web/partners/incentives_and_promotions/tmp.html).

Customers may be able to continue to purchase Cisco Unified Contact Center Express 8.5(1) - Part 2 through the Cisco Certified Refurbished Equipment program. Refurbished units may be available in limited supply for sale in certain countries on a first-come, first-served basis until the Last Date of Support has been reached. For information about the Cisco Certified Refurbished Equipment program, go to: <http://www.cisco.com/go/eos>.

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

## For More Information

For more information about the Unified Contact Center Express 9.0, visit <http://www.cisco.com/en/US/products/sw/custcosw/ps1846/index.html>, or contact your local account representative.

To request information about the Unified Contact Center Express 9.0, send an e-mail to [ipcc-express-pm@cisco.com](mailto:ipcc-express-pm@cisco.com).

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](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](http://www.cisco.com/en/US/products/prod_warranties_listing.html).

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