

End-of-Sale and End-of-Life Announcement for the Cisco Unified Contact Center Express 9.0 (Part 3)

EOL10169

Cisco announces the end-of-sale and end-of-life dates for the Cisco Unified Contact Center Express 9.0 (Part 3). 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.

In addition to the SKUs listed in this notification, the same End of Software Maintenance and End of Support milestones will apply to the Cisco Agent Desktop (CAD), Cisco Supervisor Desktop (CSD) and Cisco Desktop Administrator (CDA) features on CCX 10.0, 10.5 and 10.6.

Table 1. End-of-Life Milestones and Dates for the Cisco Unified Contact Center Express 9.0 (Part 3)

| 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 |
|---------------------------------|--|---|---------------------------------|------------------------|
| L-CCX-70-90-EHA | CCX 9.0 UPGRADE - 7.0 to 9.0 ENH HA-HA | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-70-90-EPHA | CCX 9.0 UPGRADE - 7.0 to 9.0 ENH-PRE HA-HA | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-70-90-PHA | CCX 9.0 UPGRADE - 7.0 to 9.0 PRE HA-HA | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-70-90U-A-AS1 | CCX 9.0 UPGRADE - 7.0 to 9.0 Qty 1 AQM-AQM Seat LICENSE ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-70-90U-C-CS1 | CCX 9.0 UPGRADE - 7.0 to 9.0 Qty 1 CR-CR Seat LICENSE ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-70-90U-CQMS1 | CCX 9.0 UPGRADE - 7.0 to 9.0 Qty 1 CR-QM Seat LICENSE ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-70-90U-Q-QS1 | CCX 9.0 UPGRADE - 7.0 to 9.0 Qty 1 QM-QM Seat LICENSE ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-70-90U-W-WS1 | CCX 9.0 UPGRADE - 7.0 to 9.0 Qty 1 WFM-WFM Seat LICENSE ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-70-90UCAQMS1 | CCX 9.0 UPGRADE - 7.0 to 9.0 Qty 1 CR-AQM Seat LICENSE ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-70-90UQAQMS1 | CCX 9.0 UPGRADE - 7.0 to 9.0 Qty 1 QM-AQM Seat LICENSE ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-80-90-EHA | CCX 9.0 UPGRADE - 8.0 to 9.0 ENH HA-HA | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-80-90-EPHA | CCX 9.0 UPGRADE - 8.0 to 9.0 ENH-PRE HA-HA | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-80-90-PHA | CCX 9.0 UPGRADE - 8.0 to 9.0 PRE HA-HA | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-80-90U-A-AS1 | CCX 9.0 UPGRADE - 8.0 to 9.0 Qty 1 AQM-AQM Seat LICENSE ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-80-90U-C-CS1 | CCX 9.0 UPGRADE - 8.0 to 9.0 Qty 1 CR-CR Seat 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-80-90U-CQMS1 | CCX 9.0 UPGRADE - 8.0 to 9.0 Qty 1 CR-QM Seat LICENSE ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-80-90U-Q-QS1 | CCX 9.0 UPGRADE - 8.0 to 9.0 Qty 1 QM-QM Seat LICENSE ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-80-90U-W-WS1 | CCX 9.0 UPGRADE - 8.0 to 9.0 Qty 1 WFM-WFM Seat LICENSE ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-80-90UCAQMS1 | CCX 9.0 UPGRADE - 8.0 to 9.0 Qty 1 CR-AQM Seat LICENSE ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-80-90UQAQMS1 | CCX 9.0 UPGRADE - 8.0 to 9.0 Qty 1 QM-AQM Seat LICENSE ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-85-90-EHA | CCX 9.0 UPGRADE - 8.5 to 9.0 ENH HA-HA | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-85-90-EPHA | CCX 9.0 UPGRADE - 8.5 to 9.0 ENH-PRE HA-HA | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-85-90-PHA | CCX 9.0 UPGRADE - 8.5 to 9.0 PRE HA-HA | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-85-90U-A-AS1 | CCX 9.0 UPGRADE - 8.5 to 9.0 Qty 1 AQM-AQM Seat LICENSE ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-85-90U-C-CS1 | CCX 9.0 UPGRADE - 8.5 to 9.0 Qty 1 CR-CR Seat LICENSE ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-85-90U-CQMS1 | CCX 9.0 UPGRADE - 8.5 to 9.0 Qty 1 CR-QM Seat LICENSE ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-85-90U-Q-QS1 | CCX 9.0 UPGRADE - 8.5 to 9.0 Qty 1 QM-QM Seat LICENSE ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-85-90U-W-WS1 | CCX 9.0 UPGRADE - 8.5 to 9.0 Qty 1 WFM-WFM Seat LICENSE ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-85-90UCAQMS1 | CCX 9.0 UPGRADE - 8.5 to 9.0 Qty 1 CR-AQM Seat LICENSE ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-85-90UQAQMS1 | CCX 9.0 UPGRADE - 8.5 to 9.0 Qty 1 QM-AQM Seat LICENSE ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-90-90-EPHA | CCX 9.0 UPGRADE - 9.0 to 9.0 ENH-PRE HA-HA | 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-90-90U-CQMS1 | CCX 9.0 UPGRADE - 9.0 to 9.0 Qty 1 CR-QM Seat LICENSE ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-90-90UCAQMS1 | CCX 9.0 UPGRADE - 9.0 to 9.0 Qty 1 CR-AQM Seat LICENSE ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-90-90UQAQMS1 | CCX 9.0 UPGRADE - 9.0 to 9.0 Qty 1 QM-AQM Seat LICENSE ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-90-A-AQM-LIC | CCX 9.0 ADDON Adv Quality Manager Named Seat Qty 1 LICENSE | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-90-A-CR-LIC | CCX 9.0 ADDON Compliance Recording Named Seat Qty 1 LICENSE | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-90-A-E-LIC | CCX 9.0 ADDON ENHANCED Seat Qty 1 LICENSE | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-90-A-EHA-LIC | CCX 9.0 ADDON ENHANCED HA (Dual Server Cluster)Qty 1 LICENSE | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-90-A-P-LIC | CCX 9.0 ADDON PREMIUM Seat Qty 1 LICENSE | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-90-A-PHA-LIC | CCX 9.0 ADDON PREMIUM HA (Dual Server Cluster) Qty 1 LICENSE | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-90-A-QM-LIC | CCX 9.0 ADDON Quality Manager Named Seat Qty 1 LICENSE | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-90-A-S-LIC | CCX 9.0 ADDON STANDARD Seat Qty 1 LICENSE | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-90-A-WFM-LIC | CCX 9.0 ADDON Workforce Manager Named Seat Qty 1 LICENSE | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-90-ADDON | CCX 9.0 ADDON-Product, UCSS eDelivery LICENSES ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-90-ADDON-LIC | CCX 9.0 ADDON - eDelivery LICENSES ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-90-AOBIVRLIC | CCX 9.0 ADDON PRE Outbound IVR Port Qty 1 LICENSE ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-90-AQM-L-K9= | CCX 9.0 Advanced Quality Manager Svr , 10 Seats 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-90-AQM10SL= | CCX 9.0 Advanced Quality Manager Seat Qty 10 LICENSE ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-90-AQM1SL= | CCX 9.0 Advanced Quality Manager Seat Qty 1 LICENSE ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-90-AQM25SL= | CCX 9.0 Advanced Quality Manager Seat Qty 25 LICENSE ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-90-AQM50SL= | CCX 9.0 Advanced Quality Manager Seat Qty 50 LICENSE ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-90-CMBDLIC= | CCX 9.0 CCX CM Bundle Appliance Entitlement, PAK eDelivery | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-90-CR-L-K9= | CCX 9.0 Compliance Recording Server , 10 Seats LICENSE ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-90-CR10SL= | CCX 9.0 CR Seat Qty 10 LICENSE ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-90-CR1SL= | CCX 9.0 CR Seat Qty 1 LICENSE ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-90-CR25SL= | CCX 9.0 CR Seat Qty 25 LICENSE ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-90-CR50SL= | CCX 9.0 CR Seat Qty 50 LICENSE ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-90-E-10SL= | CCX 9.0 ENH Seat Qty 10 LICENSE ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-90-E-1SL= | CCX 9.0 ENH Seat Qty 1 LICENSE ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-90-E-25SL= | CCX 9.0 ENH Seat Qty 25 LICENSE ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-90-E-50SL= | CCX 9.0 ENH Seat Qty 50 LICENSE ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-90-E-L-K9= | CCX 9.0 NEW ENH Server and 10 Seats LICENSE ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-90-E-PAK | CCX 9.0 autoexpanded eDelivery PAK | 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-90-E-SVR-LIC | CCX 9.0 NEW ENH Server License | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-90-EHA-L-K9= | CCX 9.0 NEW ENHANCED HA Server LICENSE ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-90-EP-BDL-U= | CCX 9.0 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-90-HA-E-E-U | CCX 9.0 UPGRADE - HA ENH-HA ENH LICENSE ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-90-HA-E-P-U | CCX 9.0 UPGRADE - HA ENH-HA PRE LICENSE ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-90-N-AQM-LIC | CCX 9.0 NEW Adv Quality Mgr Named Seat Qty 1 LIC ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-90-N-CR-LIC | CCX 9.0 NEW Call Rec Named Seat Qty 1 LIC ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-90-N-E-LIC | CCX 9.0 NEW ENH Seat Qty 1 LICENSE ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-90-N-EHA-LIC | CCX 9.0 NEW ENH HA (Dual Server Cluster) Qty 1 LICENSE ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-90-N-P-LIC | CCX 9.0 NEW PRE Seat Qty 1 LICENSE ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-90-N-PHA-LIC | CCX 9.0 NEW PRE HA (Dual Server Cluster) Qty 1 LICENSE ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-90-N-QM-LIC | CCX 9.0 NEW Quality Manager Named Seat Qty 1 LICENSE ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-90-N-S-LIC | CCX 9.0 NEW STD Seat Qty 1 LICENSE ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-90-N-WFM-LIC | CCX 9.0 NEW Workforce Manager Named Seat Qty 1 LICENSE ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-90-NEW | CCX 9.0 NEW-Product, UCSS eDelivery LICENSES ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-90-NEW-LIC | CCX 9.0 NEW-Product eDelivery LICENSES 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-90-NOBIVRLIC | CCX 9.0 NEW PRE Outbound IVR Port Qty 1 LICENSE ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-90-P-10SL= | CCX 9.0 PRE Seat Qty 10 LICENSE ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-90-P-1SL= | CCX 9.0 PRE Seat Qty 1 LICENSE ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-90-P-25SL= | CCX 9.0 PRE Seat Qty 25 LICENSE ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-90-P-50SL= | CCX 9.0 PRE Seat Qty 50 LICENSE ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-90-P-L-K9= | CCX 9.0 NEW PREMIUM Server and 10 Seats LICENSE ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-90-P-SVR-LIC | CCX 9.0 NEW PRE Server License | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-90-PHA-L-K9= | CCX 9.0 NEW PREMIUM HA Server LICENSE ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-90-QM-L-K9= | CCX 9.0 Quality Manager Server , 10 Seats LICENSE ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-90-QM10SL= | CCX 9.0 Quality Manager Seat Qty 10 LICENSE ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-90-QM1SL= | CCX 9.0 Quality Manager Seat Qty 1 LICENSE ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-90-QM25SL= | CCX 9.0 Quality Manager Seat Qty 25 LICENSE ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-90-QM50SL= | CCX 9.0 Quality Manager Seat Qty 50 LICENSE ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-90-S-10SL= | CCX 9.0 STD Seat Qty 10 LICENSE ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-90-S-1SL= | CCX 9.0 STD Seat Qty 1 LICENSE ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-90-S-25SL= | CCX 9.0 STD Seat Qty 25 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-90-S-50SL= | CCX 9.0 STD Seat Qty 50 LICENSE ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-90-S-L-K9= | CCX 9.0 NEW STANDARD Server and 10 Seats LICENSE ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-90-S-ST1-UWL | CCX 9.0 STD Add-on Seat Qty 1 (agent or supervisor) for UWL | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-90-S-SVR-LIC | CCX 9.0 NEW STD Server License | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-90-S-UWL-PAK | CCX 9.0 STD PAK for UWL | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-90-UPG-LIC | CCX 9.0 UPGRADE - eDelivery LICENSES ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-90-WFM-L= | CCX 9.0 Workforce Manager Server , 10 Seats LICENSE ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-90-WFM10SL= | CCX 9.0 Workforce Manager Seat Qty 10 LICENSE ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-90-WFM1SL= | CCX 9.0 Workforce Manager Seat Qty 1 LICENSE ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-90-WFM25SL= | CCX 9.0 Workforce Manager Seat Qty 25 LICENSE ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-90-WFM50SL= | CCX 9.0 Workforce Manager Seat Qty 50 LICENSE ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-90E-P-SVRLIC | CCX 9.0 ENH-PRE Server License | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-90S-E-SVRLIC | CCX 9.0 STD-ENH Server License | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX-90S-P-SVRLIC | CCX 9.0 STD-PRE Server License | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX70-90U-E-E-S1 | CCX 9.0 UPGRADE - 7.0 to 9.0 Qty 1 ENH-ENH Seat LICENSE ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX70-90U-E-P-S1 | CCX 9.0 UPGRADE - 7.0 to 9.0 Qty 1 ENH-PRE Seat 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-CCX70-90U-P-P-S1 | CCX 9.0 UPGRADE - 7.0 to 9.0 Qty 1 PRE-PRE Seat LICENSE ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX70-90U-S-E-S1 | CCX 9.0 UPGRADE - 7.0 to 9.0 Qty 1 STD-ENH Seat LICENSE ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX70-90U-S-P-S1 | CCX 9.0 UPGRADE - 7.0 to 9.0 Qty 1 STD-PRE Seat LICENSE ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX70-90U-S-S-S1 | CCX 9.0 UPGRADE - 7.0 to 9.0 Qty 1 STD-STD Seat LICENSE ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX80-90U-E-E-S1 | CCX 9.0 UPGRADE - 8.0 to 9.0 Qty 1 ENH-ENH Seat LICENSE ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX80-90U-E-P-S1 | CCX 9.0 UPGRADE - 8.0 to 9.0 Qty 1 ENH-PRE Seat LICENSE ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX80-90U-P-P-S1 | CCX 9.0 UPGRADE - 8.0 to 9.0 Qty 1 PRE-PRE Seat LICENSE ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX80-90U-S-E-S1 | CCX 9.0 UPGRADE - 8.0 to 9.0 Qty 1 STD-ENH Seat LICENSE ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX80-90U-S-P-S1 | CCX 9.0 UPGRADE - 8.0 to 9.0 Qty 1 STD-PRE Seat LICENSE ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX80-90U-S-S-S1 | CCX 9.0 UPGRADE - 8.0 to 9.0 Qty 1 STD-STD Seat LICENSE ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX85-90U-E-E-S1 | CCX 9.0 UPGRADE - 8.5 to 9.0 Qty 1 ENH-ENH Seat LICENSE ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX85-90U-E-P-S1 | CCX 9.0 UPGRADE - 8.5 to 9.0 Qty 1 ENH-PRE Seat LICENSE ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX85-90U-OBIVR | CCX 9.0 UPGRADE - 8.5 to 9.0 Qty 1 OBIVR port | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX85-90U-P-P-S1 | CCX 9.0 UPGRADE - 8.5 to 9.0 Qty 1 PRE-PRE Seat LICENSE ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX85-90U-S-E-S1 | CCX 9.0 UPGRADE - 8.5 to 9.0 Qty 1 STD-ENH Seat LICENSE ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX85-90U-S-P-S1 | CCX 9.0 UPGRADE - 8.5 to 9.0 Qty 1 STD-PRE Seat 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-CCX85-90U-S-S-S1 | CCX 9.0 UPGRADE - 8.5 to 9.0 Qty 1 STD-STD Seat LICENSE ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX90-90U-E-P-S1 | CCX 9.0 UPGRADE - 9.0 to 9.0 Qty 1 ENH-PRE Seat LICENSE ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX90-90U-S-E-S1 | CCX 9.0 UPGRADE - 9.0 to 9.0 Qty 1 STD-ENH Seat LICENSE ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| L-CCX90-90U-S-P-S1 | CCX 9.0 UPGRADE - 9.0 to 9.0 Qty 1 STD-PRE Seat LICENSE ONLY | See the Product Migration Options section below for detailed information on replacing this product. | - | - |

Product Migration Options

Customers are encouraged to migrate to the Cisco Unified Contact Center Express 10.6. 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.

Customers may be able to continue to purchase Cisco Unified Contact Center Express 9.0 (Part 3) 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.

For More Information

For More Information Cisco Unified Contact Center Express 10.6, visit <http://www.cisco.com/en/US/products/sw/custcosw/ps1846/index.html>, or contact your local account representative.

To request information about the Cisco Unified Contact Center Express 10.6, send an e-mail to 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.

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>.

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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.

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