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# End-of-Sale and End-of-Life Announcement for the Cisco Collaboration Flex Plan for Contact Center v2.0 Offer (Legacy / A-FLEX-CC)

# Contents

## Overview

**EOL15826 - Amended**

Cisco announces the end-of-sale and end-of-life dates for the Cisco Collaboration Flex Plan for Contact Center v2.0 Offer (Legacy / A-FLEX-CC). The last day to order the affected product(s) is August 1, 2026. The last day to renew or add to an existing subscription is July 31, 2027. Customers with active service contracts and subscriptions (as applicable) will continue to receive support from the Cisco Technical Assistance Center (TAC) as shown in Table 1 of the EoL bulletin. Table 1 describes the end-of-life milestones, definitions, and dates for the affected product(s). Table 2 lists the product part numbers affected by this announcement. For customers with active and paid service and support contracts and subscriptions (as applicable), support will be available under the terms and conditions of customers' service contract and subscription.

## End-of-life milestones

**Table 1.** End-of-life milestones and dates for the Cisco Collaboration Flex Plan for Contact Center v2.0 Offer (Legacy / A-FLEX-CC)

| 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 31, 2026 |
| **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. | August 1, 2026 |
| **Last Ship Date: Subscription** | The last-possible ship date that can be requested of Cisco and/or its contract manufacturers. Actual ship date is dependent on lead time. | August 1, 2026 |
| **End of SW Maintenance Releases Date: Subscription** | The last date that Cisco Engineering may release any final software maintenance releases or bug fixes. After this date, Cisco Engineering will no longer develop, repair, maintain, or test the product software. | August 1, 2027 |
| **End of New Service Attachment Date: Subscription** | 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 1, 2026 |
| **End of Service Contract Renewal Date: Subscription** | The last date to extend or renew a service contract for the product. | July 31, 2027 |
| **End of Change/Renewal Date**[*]**: Subscription** | The last date to Renew or Add to an existing subscription. | July 31, 2027 |

| Milestone | Definition | Date |
|---|---|---|
| **Last Date of Support\*\*: Subscription** | The last date to receive applicable subscription entitlements, service and support for the product as entitled by active subscriptions and service contracts(as applicable) or by warranty terms and conditions. After this date, all subscription and support services for the product are unavailable, and the product becomes obsolete. | July 31, 2028 |

\*The requested subscription start date needs to be on or before the End-of-Sale Date for new subscriptions, and on or before the End of Change/Renewal Date for subscription changes and renewals.

\*\*The projected subscription term end date for new or changing subscriptions needs to be on or before the Last Date of Support.

## Product part numbers

**Table 2.**     Product part numbers affected by this announcement

| End-of-Sale Product Part Number | Product Description | Migration Product Part Number | Migration Product Description | Additional Information |
|---|---|---|---|---|
| **A-CC-ARC-M-ENT** | Archive Storage Entitlement | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| **A-CC-CR-M-ENT** | Call Recording with WFO Entitlement | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| **A-CC-IVRS-ENT** | Speech Enabled IVR Port Entitlement | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| **A-CC-NCMC-ENT** | Campaign Management Concurrent Agent Entitlement | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| **A-CC-NCMN-ENT** | Campaign Management Named Agent Entitlement | See the Product Migration Options section below for detailed information on replacing this product. | - | - |

| End-of-Sale Product Part Number | Product Description | Migration Product Part Number | Migration Product Description | Additional Information |
|---|---|---|---|---|
| A-CC-NQM-ENT | Quality Management Named Agent Entitlement | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| A-CC-NQM-M-ENT | Quality Management Named Agent Entitlement | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| A-CC-NWFA-ENT | WFO Analyitics Named Agent Entitlement | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| A-CC-NWFA-M-ENT | WFO Analyitics Named Agent Entitlement | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| A-CC-NWFB-ENT | WFO Bundle Named Agent Entitlement | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| A-CC-NWFB-M-ENT | WFO Bundle Named Agent Entitlement | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| A-CC-NWFM-ENT | Workforce Management Named Agent Entitlement | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| A-CC-NWFM-M-ENT | Workforce Management Named Agent Entitlement | See the Product Migration Options section below for detailed information on replacing this product. | - | - |

| End-of-Sale Product Part Number | Product Description | Migration Product Part Number | Migration Product Description | Additional Information |
|---|---|---|---|---|
| A-CC-NWFT-ENT | WFO Analytics with Transcription Named Agent Entitlement | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| A-CC-NWFT-M-ENT | WFO Analytics with Transcription Named Agent Entitlement | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| A-CC-RS-ENT | Additional Recording Storage Entitlement | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| A-CC-RTS-M-ENT | Real Time Storage Entitlement | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| A-CJP-ANP-AGT-ENT | Webex Contact Center Named Premium Agent Entitlement | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| A-CJP-ANS-AGT-ENT | Webex Contact Center Named Standard Agent Entitlement | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| A-CJP-CNPN | Webex Contact Center Premium Named Agent | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| A-CJP-CNPN-O | Webex Contact Center Premium Named Agent Overage | See the Product Migration Options section below for detailed information on replacing this product. | - | - |

| End-of-Sale Product Part Number | Product Description | Migration Product Part Number | Migration Product Description | Additional Information |
|---|---|---|---|---|
| **A-CJP-CNSN** | Webex Contact Center Standard Named Agent | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| **A-CJP-CNSN-O** | Webex Contact Center Standard Named Agent Overage | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| **A-CJP-NCMN** | Campaign Management Named Agent | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| **A-CJP-NCMN-O** | Campaign Management Named Agent Overage | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| **A-FLEX-AGENT-ENT** | Flex CC Cloud Agent Entitlement | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| **A-FLEX-ARC** | Archive Storage 50GB Monthly | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| **A-FLEX-ARC-O** | Archive Storage Overage per 50GB | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| **A-FLEX-CC** | Flex Contact Center | See the Product Migration Options section below for detailed information on replacing this product. | - | - |

| End-of-Sale Product Part Number | Product Description | Migration Product Part Number | Migration Product Description | Additional Information |
|---|---|---|---|---|
| **A-FLEX-CJIVR** | WxCC Additional Cisco IVR Ports | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| **A-FLEX-CJIVR-O** | WxCC Additional IVR Ports Overage | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| **A-FLEX-CJNPC** | Webex Contact Center Premium Concurrent Agent | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| **A-FLEX-CJNPC-O** | Webex Contact Center Premium Concurrent Agent Overage | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| **A-FLEX-CJNSC** | Webex Contact Center Standard Concurrent Agent | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| **A-FLEX-CJNSC-O** | Webex Contact Center Standard Concurrent Agent Overage | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| **A-FLEX-CR** | Call Recording with WFO | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| **A-FLEX-CR-O** | Call Recording for WFO Overage | See the Product Migration Options section below for detailed information on replacing this product. | - | - |

| End-of-Sale Product Part Number | Product Description | Migration Product Part Number | Migration Product Description | Additional Information |
|---|---|---|---|---|
| A-FLEX-DC-BOT | Digital Channels Bot Session | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| A-FLEX-DC-U-MSG | Digital Channels-Uncommitted Messaging Usage | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| A-FLEX-DC-U-NUM | Digital Channels-Uncommitted Phone Number Usage | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| A-FLEX-G-P-ENT | Flex CC On Premise Entitlement CCAI Powered by Google Cloud | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| A-FLEX-NCMC | Campaign Management Concurrent Agent | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| A-FLEX-NCMC-O | Campaign Management Concurrent Agent Overage | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| A-FLEX-NQM | Quality Management Named Agent | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| A-FLEX-NQM-O | Quality Management Named Agent Overage | See the Product Migration Options section below for detailed information on replacing this product. | - | - |

| End-of-Sale Product Part Number | Product Description | Migration Product Part Number | Migration Product Description | Additional Information |
|---|---|---|---|---|
| A-FLEX-NWFA | WFO Analyitics Named Agent | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| A-FLEX-NWFA-O | WFO Analyitics Named Agent Overage | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| A-FLEX-NWFB | WFO Bundle Named Agent | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| A-FLEX-NWFB-O | WFO Bundle Named Agent Overage | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| A-FLEX-NWFM | Workforce Management Named Agent | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| A-FLEX-NWFM-O | Workforce Management Named Agent Overage | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| A-FLEX-NWFM2 | Workforce Management Named Agent | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| A-FLEX-NWFM2-O | Workforce Management Named Agent Overage | See the Product Migration Options section below for detailed information on replacing this product. | - | - |

| End-of-Sale Product Part Number | Product Description | Migration Product Part Number | Migration Product Description | Additional Information |
|---|---|---|---|---|
| **A-FLEX-NWFT** | WFO Analytics with Transcription Named Agent | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| **A-FLEX-NWFT-O** | WFO Analytics with Transcription Named Agent Overage | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| **A-FLEX-PJEPC** | Flex CC On-Premises UCCE Premium Concurrent Agent | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| **A-FLEX-PJESC** | Flex CC On-Premises UCCE Standard Concurrent Agent | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| **A-FLEX-PJIVR** | Flex CC On-Premises CVP IVR Port | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| **A-FLEX-PJPPC** | Flex CC On-Premises PCCE Premium Concurrent Agent | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| **A-FLEX-PJPSC** | Flex CC On-Premises PCCE Standard Concurrent Agent | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| **A-FLEX-PJXPC** | Flex CC On-Premises UCCX Premium Concurrent Agent | See the Product Migration Options section below for detailed information on replacing this product. | - | - |

| End-of-Sale Product Part Number | Product Description | Migration Product Part Number | Migration Product Description | Additional Information |
|---|---|---|---|---|
| **A-FLEX-PJXSC** | Flex CC On-Premises UCCX Standard Concurrent Agent | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| **A-FLEX-RS** | Additional Recording Storage - Months Committed | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| **A-FLEX-RS-HR** | Additional Recording Storage Hour Overage | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| **A-FLEX-RTS** | Real Time Storage per 50GB | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| **A-FLEX-RTS-O** | Real Time Storage Overage | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| **A-FLEX-WCC-DID** | Webex Contact Center PSTN Audio Toll Inbound | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| **A-FLEX-WCC-DID-O** | Webex Contact Center PSTN Audio Toll Inbound Overage | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| **A-FLEX-WCC-TF** | Webex Contact Center PSTN Audio Toll Free Inbound | See the Product Migration Options section below for detailed information on replacing this product. | - | - |

| End-of-Sale Product Part Number | Product Description | Migration Product Part Number | Migration Product Description | Additional Information |
|---|---|---|---|---|
| **A-FLEX-WCC-TF-O** | Webex Contact Center PSTN Audio Toll Free Inbound Overage | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| **A-FLEX-WCCE-ADDON** | WxCCE Addon Entitlements | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| **A-FLEX-WCCE-CVP** | WxCCE Additional Cisco CVP Ports | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| **A-FLEX-WCCE-CVP-O** | WxCCE Additional CVP Ports Overage | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| **A-FLEX-WCCEPC** | WxCCE Premium Agents | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| **A-FLEX-WCCEPC-O** | WxCCE Premium Agent Overage | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| **A-FLEX-WCCESC** | WxCCE Standard Agent | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| **A-FLEX-WCCESC-O** | WxCCE Standard Agent Overage | See the Product Migration Options section below for detailed information on replacing this product. | - | - |

## Product migration options

Cisco Collaboration Flex 3.0 Contact Center offer (A-FLEX-3-CC) is an evolution of A-FLEX-CC. This is the offer construct for the latest Contact Center products, including the latest AI solutions, with more flexible consumption models. Customers will retain all existing product capabilities during the offer transition and can easily upgrade their subscriptions at time of renewal or at an earlier convenient time with a simple subscription modification. Customers and partners can consult The Cisco Collaboration Flex Plan 3.0 Contact Center Data Sheet for the latest offer benefits.

## For more information

For more information about the Cisco End-of-Life Policy, go to: https://www.cisco.com/c/en/us/products/eos-eol-policy.html.

For more information about the Cisco Product Warranties, go to: https://www.cisco.com/c/en/us/products/warranty-listing.html.

To subscribe to receive end-of-life/end-of-sale information, go to: https://cway.cisco.com/mynotifications.

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