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End-of-Sale and End-of-Life Announcement for the Cisco Version 12.5/12.6 of On-Premises Contact Center applications (UCCE, PCCE, UCCX,CVP) and associated On-Premises Flex Subscriptions

Contents

Overview

EOL15603

Cisco announces the end-of-sale and end-of-life dates for the Cisco Version 12.5/12.6 of On-Premises Contact Center applications (UCCE, PCCE, UCCX,CVP) and associated On-Premises Flex Subscriptions. The last day to order the affected product(s) is December 31, 2025. The last day to renew or add to an existing subscription is December 31, 2026 . 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 Version 12.5/12.6 of On-Premises Contact Center applications (UCCE, PCCE, UCCX,CVP) and associated On-Premises Flex Subscriptions

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 30, 2025
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.	December 31, 2025
End of Change/Renewal Date*: **Subscription**	The last date to Renew or Add to an existing subscription.	December 31, 2026
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.	December 31, 2027

*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	Replacement Product Part Number	Replacement Product Description	Additional Information
A-FLEX-PJECVP-12.5	On-Prem UCCE CVP Port License v12.5 (includes 12.6)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-01-12.5-K9	On-Premises UCCE Standard Media Kit v12.5	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-02-12.5-K9	On-Premises UCCE Premium Media Kit v12.5	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-03-12.5-K9	On-Premises PCCE Standard Media Kit v12.5	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-04-12.5-K9	On-Premises PCCE Premium Media Kit v12.5	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-05-12.5-K9	On-Premises UCCX Std & Prem Media Kit v12.5	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-06-12.5-K9	VVB Security Enabled Media Kit v12.5	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-07-12.5-K9	VVB Security Disabled Media Kit v12.5	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
A-FLEX-01-12.6-K9	On-Premises UCCE Standard Media Kit v12.6	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-02-12.6-K9	On-Premises UCCE Premium Media Kit v12.6	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-03-12.6-K9	On-Premises PCCE Standard Media Kit v12.6	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-04-12.6-K9	On-Premises PCCE Premium Media Kit v12.6	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-05-12.6-K9	On-Premises UCCX Standard & Premium Media Kit v12.6	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-06-12.6-K9	VVB Security Enabled Media Kit v12.6	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-07-12.6-K9	VVB Security Disabled Media Kit v12.6	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-J-AGT-RTU	On-Premises PCCE & UCCE, Hosted CCE & CCX Agent RTU	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-PJESAGT12.5	On-Premises UCCE Standard Agent License v12.5 (incl 12.6)	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
A-FLEX-PJEPAGT12.5	On-Premises UCCE Premium Agent License v12.5 (incl 12.6)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-PJPSAGT12.5	On-Premises PCCE Standard Agent License v12.5 (incl 12.6)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-PJPPAGT12.5	On-Premises PCCE Premium Agent License v12.5	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-PJXSAGT12.5	On-Premises UCCX Standard Agent License v12.5 (12.6)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-PJXPAGT12.5	On-Premises UCCX Premium Agent License v12.5	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-PJPCVP-12.5	On-Prem PCCE CVP Port License v12.5 (includes 12.6)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-CVPRPT-12.5	CVP Report Server License 12.5 (includes 12.6)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-JX-AGT-PAK	CCX Agent Product Authorization Key	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-J-CVP-PAK	CVP Product Authorization Key	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
A-FLEX-CVP-STU-PAK	Customer Voice Portal (CVP) Call Studio Product Auth. Key	See the Product Migration Options section below for detailed information on replacing this product.	-	-
A-FLEX-PJX-SVR12.5	On-Premises UCCX Standard & Premium Server v12.5 (incl 12.6)	See the Product Migration Options section below for detailed information on replacing this product.	-	-

Product migration options

Customers are encouraged to move to Version 15 or higher. More information can be found on the Customer Experience Offers page:
https://salesresources.cisco.com/Link/Content/DCFBQQgm96W3V8hBf43CJQbMDBXP

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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