

End-of-Sale and End-of-Life Announcement for the Cisco Webex WFO

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Overview

EOL15916

Cisco announces the end-of-sale and end-of-life dates for the Cisco Webex WFO. The last day to order the affected product(s) is July 25, 2026. The last day to renew or add to an existing subscription is July 30, 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 Webex WFO

| 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. | July 1, 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. | July 25, 2026 |
| End of Change/Renewal Date*: Subscription | The last date to Renew or Add to an existing subscription. | July 30, 2027 |
| 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, 2031 |

*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-FLEX-WFO-CR | Call Recording Named Agents | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| A-FLEX-WFO-CR-O | Call Recording Named Agents Overage | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| A-FLEX-WFO-NQM | WFO Quality Management Named Agent | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| A-FLEX-WFO-NQM-O | WFO Quality Management Named Agent Overage | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| A-FLEX-WFO-NWFA | WFO Analytics Named Agent | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| A-FLEX-WFO-NWFA-O | WFO Analytics 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-WFO-NWFB | WFO Bundle Named Agent | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| A-FLEX-WFO-NWFB-O | WFO Bundle Named Agent Overage | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| A-FLEX-WFO-NWFM | Workforce Management Named Agent | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| A-FLEX-WFO-NWFM-O | Workforce Management Named Agent Overage | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| A-FLEX-WFO-NWFM2 | Workforce Management 2.0 Named Agent | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| A-FLEX-WFO-NWFM2-O | Workforce Management 2.0 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-WFO-NWFT | WFO Analytics with Transcription Named Agent | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| A-FLEX-WFO-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-WFO-STG | WFO Realtime and Archive Storage GB | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| A-FLEX-WFO-STG-O | WFO Realtime and Archive Storage GB | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| A-FLEX-WFO-RDR | Additional WFO Insights Reader Add-on | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| A-FLEX-WFO-RDR-O | WFO Insights Reader 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-WFO-AUTH | Additional WFO Insights Author Add-on | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| A-FLEX-WFO-AUTH-O | WFO Insights Author Overage | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| A-FLEX-WFO-IRDR | WFO Insights Reader - Included Reader licenses | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| A-FLEX-WFO-IAUTH | WFO Insights Author - Included Author licenses | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| A-FLEX-WFO-NQMB | WFO Basic Quality Management Named Agent | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| A-FLEX-WFO-NQMB-O | WFO Basic 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-WFO-NFMB | Workforce Management Basic | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| A-FLEX-WFO-NFMB-O | Workforce Management Basic Overage | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| A-FLEX-WFO-NEAB | Enterprise Analytics Named Agent | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| A-FLEX-WFO-NEAB-O | Enterprise Analytics Named Agent Overage | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| A-FLEX-WFO-I100 | Enterprise Analytics 100 Interactions Addon | See the Product Migration Options section below for detailed information on replacing this product. | - | - |
| A-FLEX-WFO-I100-O | Enterprise Analytics 100 Interactions Addon Overage | See the Product Migration Options section below for detailed information on replacing this product. | - | - |

Product Migration Options

The Webex WFO offer has multiple migration options. There are compatible SKUs available under the CLB-SAAS Solutions Plus offer. In addition there are options available for Webex CC customers that may be a fit to use native call recording, AI Assistant, AI QM and AI WEM features that are built into the Webex CC platform.

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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