



## End-of-Sale and End-of-Life Announcement for the Cisco Unified Intelligent Contact Management Hosted and Unified Contact Center Hosted

EOL9777

Cisco announces the end-of-sale and end-of-life dates for the Cisco Unified Intelligent Contact Management Hosted and Unified Contact Center Hosted. The last day to order the affected product(s) is January 23, 2016. 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 Intelligent Contact Management Hosted and Unified Contact Center Hosted

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.	July 25, 2015
<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.	January 23, 2016
<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.	April 22, 2016
<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.	January 22, 2017
<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.	January 22, 2017
<b>End of Service Contract Renewal Date: App. SW</b>	The last date to extend or renew a service contract for the product.	April 20, 2018
<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.	January 31, 2019

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
IPCE-MC-NFR-DART	CCEH EIM-WIM NON-PRODUCTION SUITE FOR PARTNERS VIA DART	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCE-MC-NFR-DISTR1	CCEH EIM-WIM NON-PRODUCTION SUITE FOR PARTNERS VIA DISTR1	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCE-MC-NFR-EC	CCEH EIM-WIM NON-PRODUCTION SUITE FOR END CUSTOMERS	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCH-ACOL-AGT-L	CCH Advanced Web Interaction Mgr Agent License	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCH-ACOL-SVR	CCH Advanced Web Interaction Mgr Server Software License	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCH-AEMAIL-AGT-L	CCH Advanced Email Interaction Mgr Agent License	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCH-AEMAIL-SVR	CCH Advanced Email Interaction Mgr Server Software License	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCH-BCOL-AGT-L	CCH Basic Web Interaction Mgr Agent License	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCH-BCOL-SVR	CCH Basic Web Interaction Mgr Server Software License	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCH-BEMAIL-AGT-L	CCH Basic Email Interaction Mgr Agent License	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCH-BEMAIL-SVR	CCH Basic Email Interaction Mgr Server Software License	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCH-CICMSERVER	Unified Contact Center Hosted CICM Server	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCH-CRMAGT-T2-L	IPCC HOSTED CRM AGENT LICENSE - Tier 2	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCH-CRMAGT-T5-L	IPCC HOSTED CRM AGENT LICENSE - Tier 5	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCH-DIALPORT-L	IPCC HOSTED OUTBOUND DIALER PORT	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
IPCH-NAMSERVER	Unified Contact Center Hosted NAM Server	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCH-NIC	IPCC HOSTED NIC	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCH-NIC=	IPCC HOSTED NIC	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCH-NPSNAM-CP	IPCC Hosted Non-Production Suite Channel Partner	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCH-NPSNAM-DART=	Contact Center Hosted Non-Production Suite DART	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCH-NPSNAM-EC	IPCC Hosted Non-Production Suite End Customer	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCH-PORTALAGT-L	License Certificate for Management Portal on Hosted	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCH-PREMAGT-T1-L	IPCC HOSTED PREMIUM AGENT - TIER 1	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCH-PREMAGT-T2-L	IPCC HOSTED PREMIUM AGENT - TIER 2	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCH-PREMAGT-T3-L	IPCC HOSTED PREMIUM AGENT - TIER 3	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCH-PREMAGT-T4-L	IPCC HOSTED PREMIUM AGENT - TIER 4	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCH-PREMAGT-T5-L	IPCC HOSTED PREMIUM AGENT - TIER 5	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCH-STDAGT-L	IPCC HOSTED STANDARD AGENT	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCH-UCOL-AGT-L	CCH Web Interaction Mgr Agent Upgrade Basic to Advanced	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCH-UCOL-SVR	CCH Web Interaction Mgr Server Upgrade Basic to Advanced	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCH-UEMAIL-AGT-L	CCH Email Interaction Mgr Agent Upgrade Basic to Advanced	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
IPCH-UEMAIL-SVR	CCH Email Interaction Mgr Server Upgrade Basic to Advanced	See the Product Migration Options section below for detailed information on replacing this product.	-	-
IPCH-UPGPREMAGT-L	IPCC HOSTED UPGRADE TO PREMIUM AGENT	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 Hosted Collaboration Solution for Contact Center. Information about this product, including migration programs, can be found at: <http://www.cisco.com/go/hcscontactcenter>.

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).

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 Cisco HCS for Contact Center, visit <http://www.cisco.com/go/hcscontactcenter>, or contact your local account representative.

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).

To subscribe to receive end-of-life/end-of-sale information, go to: <http://www.cisco.com/cisco/support/notifications.html>.

## Subscribe for RSS Notifications for End-of-Life and End-of-Sale Notices

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](http://www.cisco.com/web/feeds/products/end_of_life_rss.xml).

Any authorized translation issued by Cisco Systems or affiliates of this end-of-life Product Bulletin is intended to help customers understand the content described in the English version. This translation is the result of a commercially reasonable effort; however, if there are discrepancies between the English version and the translated document, please refer to the English version, which is considered authoritative.




---

**Americas Headquarters**  
Cisco Systems, Inc.  
San Jose, CA

**Asia Pacific Headquarters**  
Cisco Systems (USA) Pte. Ltd.  
Singapore

**Europe Headquarters**  
Cisco Systems International BV Amsterdam,  
The Netherlands

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at [www.cisco.com/go/offices](http://www.cisco.com/go/offices).

 Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: [www.cisco.com/go/trademarks](http://www.cisco.com/go/trademarks). Third party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1110R)