

Cisco Unified Contact Center Express - End-of-Sale and End-of-Life Announcement for the Cisco Unified Contact Center Express 12.0 and IP Interactive Voice Response 12.0 Add-ons and Upgrades - replaced by UCCX 12.5

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Overview

EOL13750 - Amended

Cisco announces the end-of-sale and end-of life dates for the Cisco Unified Contact Center Express 12.0 and IP Interactive Voice Response 12.0 Add-ons and Upgrades. The last day to order the affected product(s) is April 23, 2021. 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. All 12.0 customers can take advantage of new capabilities found in Cisco Unified Contact Center Express 12.5.

Customers are encouraged to migrate to a later version of the products using Cisco Collaboration Flex Plan Contact Center (A-FLEX-CC). The links to the ordering guide for subscription is below.

Cisco Collaboration Flex Plan Contact Center Ordering Guide (A-FLEX-CC):

<https://www.cisco.com/c/dam/en/us/products/collateral/customer-collaboration/guide-c07-741219.pdf>

Alternatively upgrades to release 12.5 are available using Software Support Subscription (SWSS) contract.

End-of-life milestones

Table 1. End-of-Life Milestones and Dates for the Cisco Unified Contact Center Express 12.0 and IP Interactive Voice Response 12.0 Add-ons and Upgrades (Migrating to Unified Contact Center Express 12.5)

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 23, 2021
End-of-Sale Date: App SW	The last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale after this date.	April 23, 2021
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.	April 23, 2021
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.	May 1, 2021
End of Service Contract Renewal Date: App SW	The last date to extend or renew a service contract for the product.	December 1, 2022
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.	August 31, 2023

HW = Hardware

OS SW = Operating System Software

App. SW = Application Software

The milestone dates are aligned with the software bulletin EOL13457.

Refer to bulletin EOL13457 for additional information:

<https://www.cisco.com/c/en/us/products/collateral/contact-center/unified-contact-center-express/eos-eol-notice-c51-743990.html>.

Product part numbers

Table 2. Product Part Numbers Affected by This Announcement

End-of-Sale Product Part Number	Product Description
CCX-11-12-E-E-UPAK	PAK - 11.x to 12.0, ENH-ENH
CCX-11-12-P-P-UPAK	PAK - 11.x to 12.0, PRE-PRE
CCX-11-12PP-SUPAK	PAK - 11.x to 12.0, PRE-PRE Seat
CCX-12-A-E-LIC	CCX 12.0 ENH Seat Qty 1 LICENSE ONLY
CCX-12-A-P-LIC	CCX 12.0 PRE Seat Qty 1 LICENSE ONLY
CCX-12-ADD-K9	CCX 12.0 Add-on Licenses
CCX-12-EHA-LIC	CCX 12.0 ENH HA LICENSE ONLY
CCX-12-OBIVRLIC	CCX 12.0 PRE Outbound IVR Port Qty 1 LICENSE ONLY
CCX-12-PAK	CCX 12 autoexpanded PAK
CCX-12-PHA-LIC	CCX 12.0 PRE HA LICENSE ONLY
CCX-12-WPL-NFR	CCX 12 UC 10 NFR
IVR-12-LIC-K9	IVR 12.0 New IP IVR

Product migration options

Customers are encouraged to migrate to a later version of the products using Cisco Collaboration Flex Plan Contact Center (A-FLEX-CC). The links to the ordering guide for subscription is below.

Cisco Collaboration Flex Plan Contact Center Ordering Guide (A-FLEX-CC):

<https://www.cisco.com/c/dam/en/us/products/collateral/customer-collaboration/guide-c07-741219.pdf>.

Alternatively upgrades to release 12.5 are available using Software Support Subscription (SWSS) contract.

Service prices for Cisco products are subject to change after the product End-of-Sale date.

For more information

For more information about the Cisco End-of-Life Policy, go to:

https://www.cisco.com/en/US/products/products_end-of-life_policy.html.

For more information about the Cisco Product Warranties, go to:

https://www.cisco.com/en/US/products/prod_warranties_listing.html.

To subscribe to receive end-of-life/end-of-sale information, go to:

<https://www.cisco.com/cisco/support/notifications.html>.

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