Cisco announces a change in product part numbers for the Cisco Subscription HCS for Contact Center

Contents

Overview

EOL13161

Cisco announces a change in product part numbers for the Cisco Subscription HCS for Contact Center. This is a product part number change only announcement. Customers will experience no change in functionality when using the new product part numbers. The new product part numbers are designed to simplify the customer ordering process. The last day to order the affected product using the current product part numbers is January 3, 2020. Customers will continue to receive support from the Cisco Technical Assistance Center (TAC) until otherwise specified in the end-of-life announcement for the new product part numbers. 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.

Subscription HCS for Contact Center is now offered through the Flex Contact Center part numbers. Exact functionality is available with the Premium flex part numbers, A-FLEX-HJEPC for ICM based HCS for Contact Center agents, and A-FLEX-HJXPC FOR UCCX based HCS for Contact Center Agents. Please note that Subscription HCS for Contact Center and Hosted Flex Contact Center part numbers are only available for authorized HCS for Contact Center partners. For ordering information on Flex contact center, please see the Cisco Collaboration Flex Plan Contact Center ordering guide.

End-of-life milestones

Table 1.   End-of-life milestones and dates for the Cisco Subscription HCS for Contact Center

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.	October 4, 2019
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.	January 3, 2020
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 2, 2020

HW = Hardware   OS SW = Operating System Software   App. SW = Application Software

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-HSTD-CC	HCS for Contact Center Subscription	A-FLEX-CC	Flex Contact Center	-
A-HSTD-CC-AGNT	HCS for Contact Center Agent License Subscription	A-FLEX-HJEPC	Flex CC Hosted CCE Premium Concurrent Agent	-
A-HSTD-CC-AGNT-CCX	HCS for Contact Center Express Agent License Subscription	A-FLEX-HJXPC	Flex CC Hosted CCX Premium Concurrent Agent	-
A-HSTD-CC-AGNT-RY	HCS for Contact Center Agent Autoexpand	There is currently no replacement product available for this product.	-	-
A-HSTD-CC-AGNTX-RY	HCS for Contact Center Express Agent Autoexpand	There is currently no replacement product available for this product.	-	-
A-HSTD-CC-INIT	HCS for Contact Center Subscription	A-FLEX-CC	Flex Contact Center	-
A-HSTD-CC-LIC-CCX	HCS-CC Contact Center - One-time License	There is currently no replacement product available for this product.	-	-
SVS-HCC-SUPT-BA	Basic Support for Hosted Contact Center	There is currently no replacement product available for this product.	-	-

Product migration options

This is a product part number change only. Customers will experience no change in functionality when using the new product IDs. The new product IDs are designed to simplify the ordering process.

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

The Cisco Takeback and Recycle program helps businesses properly dispose 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: https://www.cisco.com/web/about/ac227/ac228/ac231/about_cisco_takeback_recycling.html.

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.

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.

Printed in USA

C51-742915-00 10/19