

End-of-Sale and End-of-Life Announcement for the Cisco Contact Center: EA-CC-MIGRATION

EOL12801

Cisco announces the end-of-sale and end-of-life dates for the Cisco Contact Center: EA-CC-MIGRATION. The last day to order the affected product(s) is May 2, 2019. 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 Contact Center: EA-CC-MIGRATION

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.	November 1, 2018
End-of-Sale Date License	The last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale after this date.	May 2, 2019
Last Ship Date License	The last-possible ship date that can be requested of Cisco and/or its contract manufacturers. Actual ship date is dependent on lead time.	July 31, 2019

Table 2. Product Part Numbers Affected by This Announcement

End-of-Sale Product Part Number	Product Description
EA-CC-MIGRATION	EA CC Migration Top Level Part Number

Product Migration Options

There is no replacement available for the Cisco Contact Center: EA-CC-MIGRATION at this time.

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>.

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