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Cisco Unified Contact Center Enterprise Maintenance Release Support Matrix

This Cisco Unified Contact Center Enterprise (Unified CCE) Maintenance Release Support Matrix is provided as a supplement to the "Cisco Unified Contact Center Enterprise Software Maintenance Strategy?" document as a reference of recent Unified CCE First Customer Shipment (FCS) and End of Software Maintenance (EoSWM) dates. The Strategy document is posted here:

http://www.cisco.com/en/US/partner/prod/collateral/voicesw/custcosw/ps5693/ps1001/prod_bulletin0900aecd806743bd.pdf

Unified CCE 11.x

Product Version	FCS Date	EoSWM	End of Support/Obsolete
11.0(1)	September 20, 2015	December 20, 2016	March 2021 Estimated
11.0(2)	December 11, 2015	March 11, 2017	March 2021 Estimated
11.0(3)	February 2017 Estimated	May 2017 Estimated	March 2021 Estimated
11.5(1)	September 19, 2016	December 2017 Estimated	March 2021 Estimated
...			
11.x(x) Release		March 2019 Estimated	March 2021 Estimated

Unified CCE 10.5

Product Version	FCS Date	EoSWM	End of Support/Obsolete
10.5(1)	June 18, 2014	September 18, 2015	December 2020 Estimated
10.5(2)	July 8, 2015	July 22, 2015	

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			<i>December 2020 Estimated</i>
10.5(2a)	July 22, 2015	October 22, 2016	<i>December 2020 Estimated</i>
10.5(3)	December 6, 2016	March 6, 2018	<i>December 2020 Estimated</i>
...			
10.5(x) Release		<i>December 2018 Estimated</i>	<i>December 2020 Estimated</i>

Unified CCE 10.0

Product Version	FCS Date	EoSWM	End of Support/Obsolete
10.0(1)	December 20, 2013	March 20, 2015	<i>November 30, 2019 Estimated</i>
10.0(2)	October 26, 2014	October 31, 2017	<i>November 30, 2019 Estimated</i>
10.0(3)	<i>March 2017 Estimated</i>	<i>June 2017 Estimated</i>	<i>November 30, 2019 Estimated</i>
...			
10.0(x) Release		<i>November 30, 2017 Estimated</i>	<i>November 30, 2019 Estimated</i>

Unified CCE 9.x

Product Version	FCS Date	EoSWM	End of Support/Obsolete
9.0(1)	June 15, 2012	September 15, 2013	March 31, 2018
9.0(2)	September 21, 2012	December 21, 2013	March 31, 2018
9.0(3)	March 29, 2013	June 29, 2014	March 31, 2018
9.0(4) final release	September 27, 2013	March 28, 2016	March 31, 2018

Additional details about Unified CCE End of Life/End of Sale (EOL/EOS) notices can be found at:
http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_eol_notices_list.html