

## End-of-Sale and End-of-Life Announcement for the Cisco Unified Customer Voice Portal (CVP) 3.0 and CVP 3.1 Queue and Transfer Option

EOL5445

Cisco Systems® announces the end-of-sale and end-of life dates for the Cisco Unified Customer Voice Portal (CVP) 3.0 and CVP 3.1 Queue and Transfer Option. The last day to order the Cisco Unified Customer Voice Portal (CVP) 3.0 and CVP 3.1 Queue and Transfer Option is June 5, 2007. 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 Cisco Unified Customer Voice Portal (CVP) 3.0 and CVP 3.1 Queue and Transfer Option. Table 2 lists the product part numbers affected by this announcement.

**Table 1.** End-of-Life Milestones and Dates for the Cisco Unified Customer Voice Portal (CVP) 3.0 and CVP 3.1 Queue and Transfer Option.

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.	December 5, 2006
<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.	June 5, 2007
<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.	September 3, 2007
<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.	June 4, 2008
<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.	June 4, 2008
<b>End of Service Contract Renewal Date: App. SW</b>	The last date to extend or renew a service contract for the product.	August 31, 2009
<b>Last Date of Support: App. SW</b>	The last date to receive service and support for the product. After this date, all support services for the product are unavailable, and the product becomes obsolete.	June 4, 2010

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
<b>CVP-30-CC-PT</b>	CVP 3.0 Call Director 1-499 Sessions
<b>CVP-30-CC-PT-MN500</b>	CVP 3.0 Call Director Port Min 500 Sessions
<b>CVP-30-CC-PTS=</b>	CVP 3.0 Call Director Ports
<b>CVP-30-CC-SRVR</b>	CVP 3.0 Call Control Server Software
<b>CVP-30-CC-SRVR=</b>	Call Director Server Licenses
<b>CVP-30-DIST-NFR</b>	CVP 3.0 NFR Kit for DISTI:
<b>CVP-30-DRT-NFR=</b>	CVP 3.0 NFR Kit for DART
<b>CVP-30-PT</b>	CVP 3.0 Self Service Sessions

<b>CVP-30-PT-MIN500</b>	CVP 3.0 Self Service Ports Min 500
<b>CVP-30-PTS=</b>	CVP 3.0 Self Service Ports
<b>CVP-30-QT-M500PT</b>	CVP 3.0 Queue And Transfer Port Min 500 ports
<b>CVP-30-QT-MN500PT</b>	CVP 3.0 Queue And Transfer Port Min 500 ports
<b>CVP-30-QT-PT</b>	CVP 3.0 Queue And Transfer Port
<b>CVP-30-QT-PTS=</b>	CVP 3.0 Queue And Transfer Ports
<b>CVP-30-QT-RED=</b>	CVP 3.0 Queue And Transfer Redundant Server
<b>CVP-30-QT-SRVR</b>	CVP 3.0 Queue And Transfer Server Software
<b>CVP-30-QT-SRVR=</b>	CVP 3.0 Queue And Transfer Base System
<b>CVP-30-QT-U-SRVR=</b>	CVP 3.0 QT To Self-Service Server Software Upgrade
<b>CVP-30-QT-UP-MN500</b>	CVP 3.0 QT Or ISN 2.1 Upgrade To Full Min 500 Ports
<b>CVP-30-QT-UP-PT</b>	CVP 3.0 QT Or ISN 2.1 Upgrade To CVP 3.0 1-499 ports
<b>CVP-30-QT-UPG-RED=</b>	CVP 3.0 Self Service Upgrade For Redundant Servers
<b>CVP-30-QT-UPGRD=</b>	CVP 3.0 Standalone Upgrade To Full Function
<b>CVP-30-RED=</b>	CVP 3.0 Redundant Server
<b>CVP-30-REDUNDANT=</b>	CVP 3.0 Redundant Server
<b>CVP-30-SA-M500PT</b>	CVP 3.0 Standalone IVR Port Min 500
<b>CVP-30-SA-PT</b>	CVP 3.0 Standalone IVR Port
<b>CVP-30-SA-PTS=</b>	CVP 3.0 Standalone IVR Ports
<b>CVP-30-SA-RED=</b>	CVP 3.0 Standalone Redundant Server
<b>CVP-30-SA-UP</b>	CVP 3.0 Standalone To Full Upgrade 1 Port
<b>CVP-30-SA-UP-MN</b>	CVP 3.0 Standalone To Full Function Upgrade 500 Ports
<b>CVP-30-SA-UPGRD=</b>	CVP 3.0 Standalone To Full Function Upgrade
<b>CVP-30-SASU-UPGRD=</b>	CVP 2.X to CVP 3.0 Upgrade with SASU
<b>CVP-30-SRVR</b>	CVP 3.0 Base System
<b>CVP-30-STUDIO</b>	CVP 3.0 Studio
<b>CVP-30-STUDIO=</b>	CVP 3.0 Studio License
<b>CVP-30-SVR</b>	CVP 3.0 Self-Service Server Software
<b>CVP-31-QT-SRVR</b>	CVP 3.1 Queue And Transfer Server Software
<b>CVP-3X-QT-PT</b>	CVP 3.X Queue And Transfer Port License
<b>CVP-3X-QT-PT-MN500</b>	CVP 3.X Queue And Transfer Pt License Min 500
<b>CVP-3X-QT-RED</b>	CVP 3.X Queue And Transfer Redundancy Lic

## Product Migration Options

Customers are encouraged to migrate to Cisco Unified Customer Voice Portal 4.0. Customers who have Queue and Transfer features will continue to be supported with that functionality in 4.0.

Customers can use the Cisco Technology Migration Plan (TMP) to trade in products and receive credit toward the purchase of new Cisco equipment. For more information about Cisco TMP, go to: <http://www.cisco.com/go/tradein/>. The Cisco TMP application requires all users to have a Cisco.com user ID.

Customers may be able to continue to purchase the end-of-sale product through Cisco's Authorized Refurbished Equipment program. Refurbished units of the end-of-sale product are available in limited supply for sale in certain countries on a first-come, first-served basis. For information about the refurbished equipment program, go to:

[http://www.cisco.com/en/US/ordering/or6/or17/order\\_refurbished\\_equipment\\_program\\_description.html](http://www.cisco.com/en/US/ordering/or6/or17/order_refurbished_equipment_program_description.html).

### For More Information

For more information about the Cisco Unified Customer Voice Portal 4.0, visit <http://www.cisco.com/en/US/products/sw/custcosw/ps1006/index.html>, contact your local account representative, or send an e-mail to [cvp-pre-sales@cisco.com](mailto:cvp-pre-sales@cisco.com).

For more information about the Cisco End-of-Life Policy, go to: [http://www.cisco.com/en/US/products/prod\\_end\\_of\\_life.html](http://www.cisco.com/en/US/products/prod_end_of_life.html).

To subscribe to receive end-of-life/end-of-sale information, go to: <http://www.cisco.com/cgi-bin/Support/FieldNoticeTool/field-notice>.



**Americas Headquarters**  
Cisco Systems, Inc.  
170 West Tasman Drive  
San Jose, CA 95134-1706  
USA  
[www.cisco.com](http://www.cisco.com)  
Tel: 408 526-4000  
800 553-NETS (6387)  
Fax: 408 527-0883

**Asia Pacific Headquarters**  
Cisco Systems, Inc.  
168 Robinson Road  
#28-01 Capital Tower  
Singapore 068912  
[www.cisco.com](http://www.cisco.com)  
Tel: +65 6317 7777  
Fax: +65 6317 7799

**Europe Headquarters**  
Cisco Systems International BV  
Haarlerbergpark  
Haarlerbergweg 13-19  
1101 CH Amsterdam  
The Netherlands  
[www-europe.cisco.com](http://www-europe.cisco.com)  
Tel: +31 0 800 020 0791  
Fax: +31 0 20 357 1100

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