

EOO/Sale Announcement

EOO/Sale Announcement—Cisco Customer Response Applications (CRA) v2.0 and v2.1 encompassing the IP Interactive Voice Response (IVR), IP Queue Manager (QM), and IP Integrated Contact Distribution (ICD) products of the CRA product family.

With the continuing success of the next generation of the CRA v2.2 product family providing voice response, queuing capabilities, and ACD functionality and the end of sale announcement of CallManager (CM) v3.0 (11) and 3.0(12) and the MCS-7825-800 and MCS-7835-1000 servers, the volumes for CRA v2.0 and v2.1 have continued to decline. CCBU is announcing the End of Sale of the CRA v2.0 and v2.1 software release.

Q. What is going to be EOS?

- Cisco CRA v2.0 (IP IVR)
- Cisco CRA v2.1 (IP IVR, IP QM, and IP ICD)

Q. When will they be EOS?

- End of Sale Date: February 6, 2002
- Last Shipment Date: February 6, 2002

The software versions will continue to be accessible on CCO. All existing orders that have been scheduled will be shipped.

Q. What will be replacing them?

At this time, CRA v2.2 software for IP IVR, IP QM, and IP ICD are orderable and will continue to be orderable. CRA v2.2 works with CM v3.1.

Q. Why would my customer want to buy the CRA v2.2 products?

The CRA v2.2 product family provides additional functionality and works with the CM v3.1.

Q. Will support still be available for the Cisco CRA v2.0 and v2.1 product family?

As is the policy for all Cisco EOS software products, we will support these products in the field for two years from the EOS date. End of Support is February 6, 2004.

If you have further questions, please contact your Cisco Account Manager.



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