

End-of-Sale and End-of-Life Announcement for the Cisco Outbound Option for Avaya in Cisco Unified Intelligent Contact Management Enterprise and Hosted Releases 7.0, 7.1, 7.2

EOL6357

Cisco® announces the end-of-sale and end-of life dates for the Cisco Outbound Option for Avaya in Cisco Unified Intelligent Contact Management Enterprise and Hosted Releases 7.0, 7.1, 7.2. The last day to order the affected product(s) is September 26, 2008. 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 until the termination date of the contract, even if this date exceeds the Last Date of Support shown in Table 1.

Table 1. End-of-Life Milestones and Dates for the Cisco Outbound Option for Avaya in Cisco Unified Intelligent Contact Management Enterprise and Hosted Releases 7.0, 7.1, 7.2

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.	March 28, 2008
End-of-Sale Date	The last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale after this date.	September 26, 2008
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.	December 25, 2008
End of SW Maintenance Releases Date: App. SW	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.	September 26, 2009
End of New Service Attachment Date: App. SW	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.	September 26, 2009
End of Service Contract Renewal Date: App. SW	The last date to extend or renew a service contract for the product.	December 23, 2010
Last Date of Support: App. SW	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.	September 26, 2011

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	Replacement Product Part Number	Replacement Product Description
ICME-DIALPORT-L	ICM ENTERPRISE OUTBOUND DIALER PORT	See Product Migration Options section for details.	Cisco Outbound Option - Cisco Unified CCE
ICMH-DIALPORT-L	ICM HOSTED OUTBOUND DIALER PORT	See Product Migration Options section for details.	Cisco Outbound Option - Cisco Unified CCE Hosted

Product Migration Options

Customers are encouraged to migrate to the Cisco Outbound Option for Cisco Unified Contact Center Enterprise and Cisco Unified Contact Center Hosted.

Cisco Outbound Option for Avaya will not be available in future releases of Cisco Unified Intelligent Contact Management Enterprise and Cisco Unified Intelligent Contact Management Hosted.

For More Information

For more information about the Cisco End-of-Life Policy, go to:

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>.



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