

End-of-Sale and End-of-Life Announcement for the Cisco Unified Contact Center and Cisco Unified Intelligent Contact Management Enterprise and Hosted Editions 7.5

EOL7455 - Amended

Cisco announces the end-of-sale and end-of-life dates for the Cisco Unified Contact Center and Cisco Unified Intelligent Contact Management Enterprise and Hosted Editions 7.5. The last day to order the affected product(s) is August 30, 2011. 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 Unified Contact Center and Cisco Unified Intelligent Contact Management Enterprise and Hosted Editions 7.5

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 1, 2011
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.	August 30, 2011
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.	November 28, 2011
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.	March 1, 2013
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.	August 29, 2012
End of Service Contract Renewal Date: App. SW	The last date to extend or renew a service contract for the product.	November 25, 2013
Last Date of Support: App. SW	The last date to receive applicable service and support for the product as entitled by active service contracts or by warranty terms and conditions. After this date, all support services for the product are unavailable, and the product becomes obsolete.	August 31, 2014

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	Additional Information
CCEH-CADKIT75-K9	CISCO AGENT DESKTOP MEDIAKIT RELEASE 7.5	CCEH-CADKIT90-K9	Media Kit for Cisco Agent Desktop 9.0	-
CCEH-CADKIT76-K9	CISCO AGENT DESKTOP MEDIAKIT RELEASE 7.6	CCEH-CADKIT90-K9	Media Kit for Cisco Agent Desktop 9.0	-
CCEH-MEDIA75-K9	MEDIA KIT FOR UNIFIED CC ENTERPRISE AND HOSTED 7.5	CCEH-MEDIA90-K9	Media Kit for Unified CC Enterprise and Hosted 9.0	-
CCES-MEDIA75-K9	UNIFED SYSTEM CCE MEDIAKIT RELEASE 7.5	There is currently no replacement product available for this product.	-	-
ICME-PG-01	ICM ENTERPRISE ALCATEL 4400 PG	There is currently no replacement product available for this product.	-	-
ICME-PG-08	ICM ENTERPRISE NEX NEAX 2400/7400 PG	There is currently no replacement product available for this product.	-	-
ICMEH-MEDIA75-K9	UNIFIED ICM ENTERPRISE - HOSTED MEDIAKIT RELEASE 7.5	ICMEH-MEDIA90-K9	Media Kit for Unified ICM Enterprise and Hosted 9.0	-
ICMH-PG-01	ICM HOSTED ALCATEL 4400 PG	There is currently no replacement product available for this product.	-	-
ICMH-PG-06	ICM HOSTED ERICSSON ACP1000 PG	There is currently no replacement product available for this product.	-	-
ICMH-PG-07	ICM HOSTED MD110 PG	There is currently no replacement product available for this product.	-	-
ICMH-PG-08	ICM HOSTED NEX NEAX 2400/7400 PG	There is currently no replacement product available for this product.	-	-
ICMH-PG-09	ICM HOSTED NORTEL DMS PG	There is currently no replacement product available for this product.	-	-
ICMH-PG-10	ICM HOSTED NORTEL SL-100 PG	There is currently no replacement product available for this product.	-	-
ICMH-PG-12	ICM HOSTED ROCKWELL GALAXY PG	There is currently no replacement product available for this product.	-	-
ICMH-PG-14	ICM HOSTED SIEMENS HICOM 300E NORTH AMERICA PG	There is currently no replacement product available for this product.	-	-
ICMH-PG-15	ICM HOSTED SIEMENS HICOM 300E EURO/INTERNATIONAL PG	There is currently no replacement product available for this product.	-	-
ICMH-PG-16	ICM HOSTED SIEMENS ROLM 9751 CBX PG	There is currently no replacement product available for this product.	-	-
IPCE-CUIS-DART-NFR	CUIS 7.5 Not-For-Resale DART System	See Product Migration Options section for details.	Cisco Unified Intelligence Center	-
IPCE-CUIS-DIST-NFR	CUIS 7.5 Not-For-Resale DISTI System	See Product Migration Options section for details.	Cisco Unified Intelligence Center	-
IPCE-NPRPT-ISUITE	Unified IS 7.5 Not-for-production system	See Product Migration Options section for details.	Cisco Unified Intelligence Center	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
IPCE-RPT-ISUITE	Cisco Unified Intelligence Suite	See Product Migration Options section for details.	Cisco Unified Intelligence Center	-
IPCE-RPT-ISUITE=	Intelligence Suite for ICM/UCC	See Product Migration Options section for details.	Cisco Unified Intelligence Center	-
IPCE-TRIAL-ISUITE	60 Day Trial Unified IS	See Product Migration Options section for details.	Cisco Unified Intelligence Center	-

Product Migration Options

Customers are encouraged to migrate to version 8.5 of the Cisco Unified Contact Center and Cisco Unified Intelligent Contact Management Enterprise and Hosted editions. Information about this product can be found at: <http://www.cisco.com/en/US/products/sw/custcosw/ps1844/>.

Cisco Unified Intelligence Suite is also a part of this end-of-life announcement. This product has been replaced with Cisco Unified Intelligence Center 8.0. For more information, see <http://www.cisco.com/go/ccreports>.

Customers may be able to use the Cisco Technology Migration Program (TMP) where applicable to trade-in eligible products and receive credit toward the purchase of new Cisco equipment. For more information about Cisco TMP, customers should work with their Cisco Partner or Cisco account team. Cisco Partners can find additional TMP information on Partner Central at http://www.cisco.com/web/partners/incentives_and_promotions/tmp.html.

Customers may be able to continue to purchase the Cisco Unified Contact Center and Cisco Unified Intelligent Contact Management Enterprise and Hosted Editions 7.5 through the Cisco Certified Refurbished Equipment program. Refurbished units may be available in limited supply for sale in certain countries on a first-come, first-served basis until the Last Date of Support has been reached. For information about the Cisco Certified Refurbished Equipment program, go to: <http://www.cisco.com/go/eos>.

Service prices for Cisco products are subject to change after the product End-of-Sale date.

The Cisco Takeback and Recycle program helps businesses dispose properly 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: http://www.cisco.com/web/about/ac227/ac228/ac231/about_cisco_takeback_recycling.html.

For More Information

For more information about the Cisco Unified Contact Center and Cisco Unified Intelligent Contact Management Enterprise and Hosted Edition 8.5, visit <http://www.cisco.com/en/US/products/sw/custcosw/ps1844/>, or contact your local account representative.

For more information about the Cisco End-of-Life Policy, go to: http://www.cisco.com/en/US/products/products_end-of-life_policy.html.

For more information about the Cisco Product Warranties, go to: http://www.cisco.com/en/US/products/prod_warranties_listing.html.

To subscribe to receive end-of-life/end-of-sale information, go to: <http://www.cisco.com/cisco/support/notifications.html>.

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