



**END-OF-LIFE NOTICE, NO. 2453**

## END-OF-SALE AND END-OF-LIFE ANNOUNCEMENT FOR CISCO CUSTOMER RESPONSE APPLICATIONS (CRA) 2.2(X)-BASED APPLICATIONS

Cisco Systems® announces the End-of-Life of Cisco® Customer Response Applications (CRA) 2.2(X)-based applications, including Cisco Integrated Contact Distribution (ICD) 2.2(X), Cisco IP Interactive Voice Response (IVR) 2.2(X), and Cisco IP Queue Manager 2.2(X). The last day to order Cisco CRA 2.2(X)-based applications including Cisco ICD 2.2(X), Cisco IP IVR 2.2(X), and Cisco IP Queue Manager 2.2(X) is June 15, 2004. Customers will continue to receive support from the Cisco Technical Assistance Center (TAC) until June 15, 2005. Table 1 describes the End-of-Life milestones, definitions, and dates for Cisco CRA 2.2(X)-based applications. Table 2 provides a listing of affected product part numbers.

Customers are encouraged to migrate to the Cisco Customer Response Solutions 3.x (or later)-based applications including Cisco IP Contact Center (IPCC) Express 3.x, Cisco IP IVR 3.x, and Cisco IP Queue Manager 3.x, which significantly enhanced the features and scalability of the respective solutions.

Information about these products can be found at: <http://www.cisco.com/en/US/products/sw/custcosw/ps1846/index.html>. Table 3 provides relevant information for migrating from the Cisco CRA 2.2(X)-based applications, including Cisco ICD 2.2(X), Cisco IP IVR 2.2(X), and Cisco IP Queue Manager 2.2(X), to the Cisco Customer Response Solutions 3.x (or later)-based applications including Cisco IPCC Express 3.x, Cisco IP IVR 3.x, and Cisco IP Queue Manager 3.x.

**Table 1.** End-of-Life Milestones and Dates for Cisco Customer Response Applications (CRA) 2.2(X)-based Applications Including Cisco ICD 2.2(X), Cisco IP IVR 2.2(X), and Cisco IP Queue Manager 2.2(X)

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.	December 15, 2003
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.	June 15, 2004
Last Shipment Date	The last-possible date that Cisco and/or its contract manufacturers will ship the affected product.	September 15, 2004
End of Software Maintenance Releases Date	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 15, 2005
End Of New Service Attachment Date	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 15, 2005
End Of Service Contract Renewal Date	The last date to extend or renew a service contract for the product. The extension or renewal period cannot extend beyond the last date of support.	February 15, 2007
Last Date Of Support	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 15, 2008

**Table 2.** Product Part Numbers Affected by this Announcement

End-of-Sale Product Part Number	Product Description
SW-ICD-SRVR22-MCS	ICD 2.2(X) Server Software for Cisco MCS servers with 5 ICD agent licenses
SW-ICD-SRVR22-MCS=	ICD 2.2(X) Server Software for Cisco MCS servers with 5 ICD agent licenses (SPARE)
SW-ICD-SRVR22-IBM=	ICD 2.2(X) Server Software for IBM servers with 5 ICD agent licenses (SPARE)
SW-ICD-SRVR22-CPQ=	ICD 2.2(X) Server Software for Compaq servers with 5 ICD agent licenses (SPARE)
SW-ICD-AGENT22=	Quantity 1 license for ICD 2.2(X) agent
SW-IVR-2.2-MCS	IP IVR Server for MCS Platforms plus 5 IVR Ports
SW-IVR-2.2-MCS=	Software Kit For MCS Servers plus 5 IVR ports
SW-IVR-2.2-IBM=	IP IVR version 2.2 for IBM Qualified Servers
SW-IVR-2.2-COMPAQ=	IP IVR version 2.2 for Compaq Qualified Servers
SW-IVR-KEY=	One IP IVR Port
SW-IVR-KEY-APAC=	IVR one port for APAC only
SW-QM-2.2-MCS	IP QM v2.2 S/W and 12 QM Ports for MCS
SW-QM-2.2-CPQ=	IP QM s/w, 12 QM ports for Compaq approved servers
SW-QM-KEY=	IP QM License Key For IPCC
SW-QM-IVR-2.2-UPG=	Upgrade IP QM v2.1 or 2.2 SW to IP IVR v2.2 SW
SW-QM-IVR-KEY-UPG=	QM Port Upgrade to IVR Port Upgrade

### PRODUCT MIGRATION OPTIONS

The recommended replacement for the Cisco CRA 2.2(X) is the Cisco Customer Response Solutions 3.x (or later)-based applications including Cisco IPCC Express 3.x, Cisco IP IVR 3.x, and Cisco IP Queue Manager 3.x (Table 3).

**Table 3.** Product Comparisons

Cisco Customer Response Applications (CRA) 2.2(x)-Based Applications	Cisco Customer Response Solutions (CRS) 3.x-Based Applications
Cisco ICD 2.2(x)	Latest release of Cisco IPCC Express Standard 3.x or Cisco IPCC Express Enhanced 3.x
Cisco IP IVR 2.2(x)	Latest release of Cisco IP IVR 3.x
Cisco IP Queue Manager 2.2(x)	Latest release of Cisco IP Queue Manager 3.x

To subscribe to receive End-of-Life/End-of-Sale information, please go to: <http://www.cisco.com/cgi-bin/Support/FieldNoticeTool/field-notice>.

### ADDITIONAL INFORMATION

For more information about Cisco products, please contact your Cisco Account Manager or Cisco Channel Partner. 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).



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