



## End-of-Sale and End-of-Life Announcement for Cisco IPCC Express Edition 3.0

Cisco Systems® announces the end-of-sale and end-of-life dates for Cisco® IPCC Express Edition 3.0. The last day to order the affected product is July 31, 2006. Customers with active service contracts will continue to receive support from the Cisco Technical Assistance Center (TAC) until July 31, 2009 for software, and July 31, 2011 for hardware.

Table 1 describes the end-of-life milestones, definitions, and dates for the affected product. Table 2 lists the product part numbers affected by this announcement.

Customers are encouraged to migrate to Cisco IPCC Express Edition 4.0, which provides significant new features and functions including high availability with automatic failover. Information about the replacement product can be found at <http://www.cisco.com/en/US/products/sw/custcosw/ps1846/index.html>. Table 3 provides relevant information for migrating to the replacement product.

**Table 1.** End-of-Life Milestones and Dates for IPCC Express Edition 3.0

Milestone	Definition	Date
End-of-Life Announcement Date	The date of the document that announces the end of sale and end of life of a product is distributed to the general public.	January 31, 2005
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.	July 31, 2006
Last Shipment Date	The last-possible ship date that can be requested of Cisco and/or its contract manufacturers. Actual ship date is dependent on lead time.	October 31, 2006
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.	July 31, 2007
End of Routine Failure Analysis Date	The last-possible date a routine failure analysis may be performed to determine the cause of product failure or defect.	July 31, 2007
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.	July 31, 2007
End of Service Contract Renewal Date	The last date to extend or renew a service contract for the product.	February 28, 2010
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.	July 31, 2009 for software July 31, 2011 for hardware

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

Note that packaging and pricing for Cisco IPCC Express Edition 4.0 is different than that for Cisco IPCC Express 3.0. Therefore, while there is not an IPCC Express Edition 4.0 replacement product part number for each IPCC Express Edition 3.0 product part number, each of the Cisco IPCC Express Edition 4.0 replacement product part numbers will allow ordering of equivalent and additional features and functions.

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description
ICD-3.0-STD-BS	Standard ICD 3.0 Standard Bundle	IPCX-40-STANDARD	NEW 4.0 STANDARD Deployment
ICD-3.0-STD-BS=	Standard ICD 3.0 Standard Bundle	IPCX-40-STANDARD	NEW 4.0 STANDARD Deployment
ICD-3.0-STD-BB	Bid Set ICD 3.0 Standard Bundle	IPCX-40-STANDARD	NEW 4.0 STANDARD Deployment
ICD-3.0-STD-BB=	Bid Set ICD 3.0 Standard Bundle	IPCX-40-STANDARD	NEW 4.0 STANDARD Deployment
ICD-3.0-STD-BSPH	Standard ICD 3.0 Standard Bundle (w/ IP Phones Agents)	IPCX-40-STANDARD	NEW 4.0 STANDARD Deployment
ICD-3.0-STD-BSPH=	Standard ICD 3.0 Standard Bundle (w/ IP Phones Agents)	IPCX-40-STANDARD	NEW 4.0 STANDARD Deployment
ICD-3.0-STD-BBPH	Bid Set ICD 3.0 Standard Bundle (w/ IP Phones Agents)	IPCX-40-STANDARD	NEW 4.0 STANDARD Deployment
ICD-3.0-STD-BBPH=	Bid Set ICD 3.0 Standard Bundle (w/ IP Phones Agents)	IPCX-40-STANDARD	NEW 4.0 STANDARD Deployment
ICD-3.0-S-CO-BSPH	3 Agent IP Phone Agent bundle	IPCX-40-STANDARD	NEW 4.0 STANDARD Deployment
ICD-3.0-S-CO-BSPH=	3 Agent IP Phone Agent bundle	IPCX-40-STANDARD	NEW 4.0 STANDARD Deployment
ICD-S-2.X-3.0-UPG	IP ICD v2.x to IP ICD Standard 3.0 Upgrade	N/A	
ICD-S-2.X-3.0-UPG=	IP ICD v2.x to IP ICD Standard 3.0 Upgrade	N/A	
ICD-2X-3X-SUAGT1	1 Upgrade 2.x to Std Agent Desktop ICD 3.X	N/A	
ICD-2X-3X-SUAGT5	5 Upgrade 2.x to Std Agent Desktops ICD 3.X	N/A	
ICD-2X-3X-SUAGT10	10 Upgrade 2.x to Std Agent Desktops ICD 3.X	N/A	
ICD-2X-3X-SUAGT25	25 Upgrade 2.x to Std Agent Desktops ICD 3.X	N/A	
ICD-2X-3X-SUAGT50	50 Upgrade 2.x to Std Agent Desktops ICD 3.X	N/A	
ICD-S-3.0-RED	ICD Standard 3.0 Cold Standby Server Software	N/A	
ICD-S-3.0-RED=	ICD Standard 3.0 Cold Standby Server Software	N/A	
ICD-3.0-ENH-BS	ICD 3.0 Enhanced Bundle	IPCX-40-ENHANCED or IPCX-40-PREMIUM	NEW 4.0 ENHANCED Deployment or NEW 4.0 PREMIUM Deployment
ICD-3.0-ENH-BS=	ICD 3.0 Enhanced Bundle	IPCX-40-ENHANCED or IPCX-40-PREMIUM	NEW 4.0 ENHANCED Deployment or NEW 4.0 PREMIUM Deployment

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description
ICD-3.0-ENH-BSPH	ICD 3.0 Enhanced Bundle (w/ IP Phones Agents)	IPCX-40-ENHANCED or IPCX-40-PREMIUM	NEW 4.0 ENHANCED Deployment or NEW 4.0 PREMIUM Deployment
ICD-3.0-ENH-BSPH=	ICD 3.0 Enhanced Bundle (w/ IP Phones Agents)	IPCX-40-ENHANCED or IPCX-40-PREMIUM	NEW 4.0 ENHANCED Deployment or NEW 4.0 PREMIUM Deployment
ICD-3.X-E-CTI1	1 Per Agent CTI ICD 3.X	N/A	
ICD-3.X-E-CTI5	5 Per Agent CTI ICD 3.X	N/A	
ICD-3.X-E-CTI10	10 Per Agent CTI ICD 3.X	N/A	
ICD-3.X-E-CTI25	25 Per Agent CTI ICD 3.X	N/A	
ICD-3.X-E-CTI50	50 Per Agent CTI ICD 3.X	N/A	
ICD-E-2.X-3.0-UPG	IP ICD v2.x to IP ICD Enhanced 3.0 Upgrade	N/A	
ICD-E-2.X-3.0-UPG=	IP ICD v2.x to IP ICD Enhanced 3.0 Upgrade	N/A	
ICD-2X-3X-EUAGT1	1 2x-Enh Agent Desktop Upgrade ICD 3.X	N/A	
ICD-2X-3X-EUAGT5	5 2x-Enh Agent Desktop Upgrades ICD 3.X	N/A	
ICD-2X-3X-EUAGT10	10 2x-Enh Agent Desktop Upgrades ICD 3.X	N/A	
ICD-2X-3X-EUAGT25	25 2x-Enh Agent Desktop Upgrades ICD 3.X	N/A	
ICD-2X-3X-EUAGT50	50 2x-Enh Agent Desktop Upgrades ICD 3.X	N/A	
ICD-3.0-STOE-UPG	IP ICD Standard 3.0 to IP ICD Enhanced 3.0 Upgrade	IPCX-3X4X-DIFF-UPG	IPCX 3.X-4.X UPGRADE STD-ENH, STD-PRE, ENH-PRE-Configurable
ICD-3.0-STOE-UPG=	IP ICD Standard 3.0 to IP ICD Enhanced 3.0 Upgrade	IPCX-3X4X-DIFF-UPG	IPCX 3.X-4.X UPGRADE STD-ENH, STD-PRE, ENH-PRE-Configurable
ICD-3.X-E-UAGT1	1 Std-Enh Agent Desktop Upgrade ICD 3.X	N/A	
ICD-3.X-E-UAGT5	5 Std-Enh Agent Desktop Upgrades ICD 3.X	N/A	
ICD-3.X-E-UAGT10	10 Std-Enh Agent Desktop Upgrades ICD 3.X	N/A	
ICD-3.X-E-UAGT25	25 Std-Enh Agent Desktop Upgrades ICD 3.X	N/A	
ICD-3.X-E-UAGT50	50 Std-Enh Agent Desktop Upgrades ICD 3.X	N/A	
ICD-3.X-E-USUP1	1 Upgrade Standard to Enhanced Supervisor ICD 3.X	N/A	
ICD-3.X-E-UHIST	1 Upgrade Standard to Enhanced Historical Reporting ICD 3.X	N/A	
ICD-E-3.0-RED	ICD Enhanced 3.0 Cold Standby Server Software	N/A	
ICD-E-3.0-RED=	ICD Enhanced 3.0 Cold Standby Server Software	N/A	
ICDIVR-3.0-REM	Generic Feature Server for Exp and IVR 3.1	N/A	
ICDIVR-3.0-REM=	Generic Feature Server for Exp and IVR 3.1	N/A	
ICD-S-3.0-Server1	Qty 1 IP ICD Standard Server	N/A	
ICD-S-3.0-Server1=	Qty 1 IP ICD Standard Server	N/A	

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description
ICD-E-3.0-Server1	Qty 1 IP ICD Enhanced Server	N/A	
ICD-E-3.0-Server1=	Qty 1 IP ICD Enhanced Server	N/A	

### PRODUCT MIGRATION OPTIONS

The recommended replacement for Cisco IPCC Express Edition 3.0 is Cisco IPCC Express Edition 4.0 (Table 3).

Cisco IPCC Express Edition helps customers move into the next phase of customer contact beyond today's contact center to a Customer Interaction Network. The Customer Interaction Network is a distributed, IP-based customer-service infrastructure that comprises a continuously evolving suite of innovative, multichannel services and customer relationship management (CRM) applications. These services and applications provide premium responsiveness and streamlined customer exchanges to help your organization deliver superior customer service. A Customer Interaction Network extends customer-service capabilities across the entire organization, giving your business a more integrated and collaborative approach to customer satisfaction leading to a better customer experience.

Cisco IPCC Express Edition meets the needs of departmental, enterprise branch, or small to medium-sized companies that need easy-to-deploy easy-to-use, highly available, and sophisticated customer interaction management for 1 to 300 agents. It is designed to enhance the efficiency, availability, and security of customer contact interaction management by supporting a highly available virtual contact center with integrated self-service applications across multiple sites secured with Cisco Security Agent. Its support for powerful agent-based assisted service as well as fully integrated self-service applications results in reduced business costs and improved customer response by providing sophisticated and distributed automatic call distributor (ACD), interactive voice response (IVR), computer telephony integration (CTI), and agent and desktop services in a single-server, contact-center-in-a-box deployment.

Cisco IPCC Express Edition is provided in three versions, Standard, Enhanced, and Premium, to better match product functions with your customer contact interaction management requirements. All Cisco IPCC Express Edition solutions are tightly integrated with Cisco CallManager.

**Table 3.** Product Comparisons

Feature	Cisco IPCC Express Edition 3.0	Cisco IPCC Express Edition 4.0
IPCC Express Standard ACD	Yes	Yes
IPCC Express Standard Cisco Agent Desktop	Yes	Yes—with additional features
IPCC Express Standard Cisco IP Phone Agent	Yes	Yes—with additional features
IPCC Express Standard Cisco Supervisor Desktop	Yes	Yes—with additional features
IPCC Express Standard CTI	Yes	Yes—with additional features
IPCC Express Standard Historical Reporting	Yes	Yes—with additional features
IPCC Express Standard Prompt and Collect IVR	Yes	Yes—with additional features
IPCC Express Enhanced ACD	Yes	Yes—with additional features
IPCC Express Enhanced Cisco Agent Desktop	Yes	Yes—with additional features
IPCC Express Enhanced Cisco IP Phone Agent	Yes	Yes—with additional features
IPCC Express Enhanced Cisco Supervisor Desktop	Yes	Yes—with additional features
IPCC Express Enhanced CTI	Yes	Yes—with additional features
IPCC Express Enhanced On-Demand Recording	Yes	Yes—with additional features
IPCC Express Enhanced Historical Reporting	Yes	Yes—with additional features

Feature	Cisco IPCC Express Edition 3.0	Cisco IPCC Express Edition 4.0
IPCC Express Enhanced Prompt and Collect IVR	Yes	Yes—with additional features
IPCC Express Premium ACD	Yes	Yes—with additional features
IPCC Express Premium Cisco Agent Desktop	Yes	Yes—with additional features
IPCC Express Premium Cisco IP Phone Agent	Yes	Yes—with additional features
IPCC Express Premium Cisco Supervisor Desktop	Yes	Yes—with additional features
IPCC Express Premium CTI	Yes	Yes—with additional features
IPCC Express Premium On-Demand Recording	Yes	Yes—with additional features
IPCC Express Premium Historical Reporting	Yes	Yes—with additional features
IPCC Express Premium Full IVR	Yes	Yes—with additional features

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.

#### FOR MORE INFORMATION

For more information about the Cisco IPCC Express Edition, visit <http://www.cisco.com/go/ipccexpress>, contact your local account representative, or send an e-mail to [ipcc-express-pm@cisco.com](mailto:ipcc-express-pm@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>

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