



End-of-Sale and End-of-Life Announcement for the Cisco Unified CRM Connector for Siebel - Contact Center Enterprise Edition

EOL9670

Cisco announces the end-of-sale and end-of-life dates for the Cisco Unified CRM Connector for Siebel - Contact Center Enterprise Edition. The last day to order the affected product(s) is October 9, 2014. 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.

This end-of-life announcement does not apply to the Cisco Unified CRM Connector for Siebel - ICM Edition, which is a different product.

Table 1. End-of-Life Milestones and Dates for the Cisco Unified CRM Connector for Siebel - Contact Center Enterprise Edition

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.	April 10, 2014
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.	October 9, 2014
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.	January 7, 2015
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.	October 9, 2015
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.	October 9, 2015
End of Service Contract Renewal Date: App. SW	The last date to extend or renew a service contract for the product.	January 4, 2017
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.	October 31, 2017

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
IPC-AGTSEBL-BUND-L	24 Siebel Agent Desktops, 1 Cisco Toolkit Supervisor Bundle	See Product Migration Options section for details.	Bucher+Suter SolutionsPlus MCA for Siebel	-
IPC-AGTSEBL-L	Cisco Siebel Desktop For IPCC License	See Product Migration Options section for details.	Bucher+Suter SolutionsPlus MCA for Siebel	-
IPCE-CRMAGTUPG	IPCC ENTERPRISE CRM AGENT LICENSE UPGRADE	See Product Migration Options section for details.	Bucher+Suter SolutionsPlus MCA for Siebel	-
IPCE-OD-PSBLAGT	CC ENTERPRISE On Demand Siebel Agent Type	See Product Migration Options section for details.	Bucher+Suter SolutionsPlus MCA for Siebel	-
IPCE-PREMSIEBLAGT	IPCC ENTERPRISE PREMIUM AGENT - SIEBEL AGENT	See Product Migration Options section for details.	Bucher+Suter SolutionsPlus MCA for Siebel	-
IPCE-SIEBELCRM	IPCE Cisco Siebel Connector License for IPCE Agent	See Product Migration Options section for details.	Bucher+Suter SolutionsPlus MCA for Siebel	-
IPCE-SIEBELCRM-M	Migrate Existing CRM Connector to Cisco Siebel Connector	See Product Migration Options section for details.	Bucher+Suter SolutionsPlus MCA for Siebel	-
IPCE-SIEBELKIT	MEDIAKIT SIEBEL INTEGRATION	See Product Migration Options section for details.	Bucher+Suter SolutionsPlus MCA for Siebel	-
IPCE-UPGCRMAGT-L	IPCC ENTERPRISE UPGRADE PREMIUM TO CRM AGENT LICENSE	See Product Migration Options section for details.	Bucher+Suter SolutionsPlus MCA for Siebel	-
IPCH-CRM-M-LC	Cisco CRM Connector Migration Agent License Cert.	See Product Migration Options section for details.	Bucher+Suter SolutionsPlus MCA for Siebel	-
IPCH-CRMAGT-T1-L	IPCC HOSTED CRM AGENT LICENSE - Tier 1	See Product Migration Options section for details.	Bucher+Suter SolutionsPlus MCA for Siebel	-
IPCH-CRMAGT-T3-L	IPCC HOSTED CRM AGENT LICENSE - Tier 3	See Product Migration Options section for details.	Bucher+Suter SolutionsPlus MCA for Siebel	-
IPCH-CRMAGT-T4-L	IPCC HOSTED CRM AGENT LICENSE - Tier 4	See Product Migration Options section for details.	Bucher+Suter SolutionsPlus MCA for Siebel	-
IPCH-OD-PSBLAGT	CC HOSTED On Demand Siebel Agent Type	See Product Migration Options section for details.	Bucher+Suter SolutionsPlus MCA for Siebel	-
IPCH-PREMSIEBLAGT	IPCC HOSTED PREMIUM AGENT - SIEBEL AGENT	See Product Migration Options section for details.	Bucher+Suter SolutionsPlus MCA for Siebel	-
IPCH-SIEBELCRM-M	Migrate Existing CRM Connector to Cisco Siebel Connector	See Product Migration Options section for details.	Bucher+Suter SolutionsPlus MCA for Siebel	-
IPCH-TOOLKITAGT-M	Migrate Existing Premium or CRM Agent to Toolkit Agent	See Product Migration Options section for details.	Bucher+Suter SolutionsPlus MCA for Siebel	-
IPCH-UPGCRMAGT-L	IPCC HOSTED UPGRADE PREMIUM TO CRM AGENT LICENSE	See Product Migration Options section for details.	Bucher+Suter SolutionsPlus MCA for Siebel	-

Product Migration Options

Customers are encouraged to migrate to the Bucher+Suter SolutionsPlus MCA for Siebel. Information about this product can be found at: <https://communities.cisco.com/docs/DOC-32212>.

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 Cisco Unified CRM Connector for Siebel - Contact Center Enterprise Edition 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 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>.

Subscribe for RSS Notifications for End-of-Life and End-of-Sale Notices

To subscribe to the End-of-Life and End-of-Sale RSS Feed, insert the following URL into your RSS application:

http://www.cisco.com/web/feeds/products/end_of_life_rss.xml.

Any authorized translation issued by Cisco Systems or affiliates of this end-of-life Product Bulletin is intended to help customers understand the content described in the English version. This translation is the result of a commercially reasonable effort; however, if there are discrepancies between the English version and the translated document, please refer to the English version, which is considered authoritative.




Americas Headquarters
Cisco Systems, Inc.
San Jose, CA

Asia Pacific Headquarters
Cisco Systems (USA) Pte. Ltd.
Singapore

Europe Headquarters
Cisco Systems International BV Amsterdam,
The Netherlands

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at www.cisco.com/go/offices.

 Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: www.cisco.com/go/trademarks. Third party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1110R)