

End-of-Sale and End-of-Life Announcement for the Cisco Customer Voice Portal 3.1

EOL6433

Cisco® announces the end-of-sale and end-of life dates for the Cisco Customer Voice Portal 3.1. The last day to order the affected product(s) is January 1, 2009. 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 Customer Voice Portal 3.1

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.	July 3, 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.	January 1, 2009
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.	April 1, 2009
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.	January 1, 2010
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.	January 1, 2010
End of Service Contract Renewal Date: App. SW	The last date to extend or renew a service contract for the product.	March 30, 2011
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.	January 1, 2012

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
CVP-3.X-CC	CVP 3.X Call Control	CVP-7.X	CVP 7.X Configuration
CVP-3.X-QT	CVP 3.X Queue And Transfer	CVP-7.X	CVP 7.X Configuration
CVP-3.X-SS	CVP 3.X Self Service	CVP-7.X	CVP 7.X Configuration
CVP-31-CC-SRVR	CVP 3.1 Call Control Server Software	CVP-70-CC-150=	CVP 7.0 Call Director (includes Software) - 150 Ports
CVP-31-CC-SRVR	CVP 3.1 Call Control Server Software	CVP-70-CC-300=	CVP 7.0 Call Director (includes Software) - 300 Ports
CVP-31-CC-SRVR	CVP 3.1 Call Control Server Software	CVP-70-CC-600=	CVP 7.0 Call Director (includes Software) - 600 Ports

CVP-31-CC-SRVR	CVP 3.1 Call Control Server Software	CVP-70-CC-850=	CVP 7.0 Call Director (includes Software) - 850 Ports
CVP-31-EVAL=	CVP 3.1 Evaluation License (60 Day Expir)	CVP-70-EVAL=	CVP 7.0 Evaluation License (90 Day Expir)
CVP-31-STUDIO	CVP 3.1 Studio	CVP-STU-70-UE60=	Call Studio 7.0 for CVP 7.0 and CVP Universal Edition 6.0
CVP-31-STUDIO=	CVP 3.1 Studio	CVP-STU-70-UE60=	Call Studio 7.0 for CVP 7.0 and CVP Universal Edition 6.0
CVP-31-SVR	CVP 3.1 Self Service Server Software	CVP-70-SERVER-SW	CVP 7.0 Server Software
CVP-3X-PT	CVP 3.X Self Service Port License	CVP-7X-PTS	CVP 7.X Port License
CVP-3X-PT-MN500	CVP 3.X Self Service Pt License Min 500	CVP-7X-M500-PT	CVP 7.X Pt License Min 500 Ports
CVP-3X-PT-MN500=	CVP 3.X Self Service Pt License Min 500	CVP-7X-M500-PT	CVP 7.X Pt License Min 500 Ports
CVP-3X-QT-U-MN500	CVP 3.X QT To Self-Service Min 500 Ports	CVP-7X-FEAT-U-PT	CVP 7.X Feature Upgrade Port License
CVP-3X-QT-U-MN500=	CVP 3.X QT To Self-Service Min 500 Ports Config	CVP-7X-FEAT-UPG	CVP 7.X CVP QT or IPIVR migration to CVP 7.0
CVP-3X-QT-U-PT	CVP 3.X QT To Self-Service Ports	CVP-7X-FEAT-U-PT	CVP 7.X Feature Upgrade Port License
CVP-3X-QT-U-PT=	CVP 3.X QT To Self-Service Ports Config	CVP-7X-FEAT-U-PT	CVP 7.X Feature Upgrade Port License
CVP-3X-QT-UPG-RED=	CVP 3.X QT To Self-Service Red Upgrade	CVP-7X-FEAT-U-RED	CVP 7.X Feature Upgrade Redundant Ports
CVP-3X-RED	CVP 3.X Self Service Redundancy License	CVP-7X-REDPT	CVP 7.X Redundant Ports
CVP-3X-RED-PT	CVP 3.X Self Service Red Port License	CVP-7X-REDPT	CVP 7.X Redundant Ports
CVP31-DART-NFR=	CVP 3.1 Not-For-Resale Dart System	CVP-70-DART-NFR=	CVP 7.0 Not-For-Resale DART
CVP31-DISTI-NFR=	CVP 3.1 Not-For-Resale DISTI System	CVP-70-DIST-NFR=	CVP 7.0 Not-For-Resale DISTI

Product Migration Options

Customers are encouraged to migrate to Cisco Unified Customer Voice Portal 7.0. Information about this product can be found at: <http://www.cisco.com/go/cvp>.

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.

Customers may be able to continue to purchase the Cisco Customer Voice Portal 3.1 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>.

For More Information

For more information about the Cisco Unified Customer Voice Portal 7.0, visit <http://www.cisco.com/en/US/products/sw/custcosw/ps1006/index.html>, or contact your local account representative.

To request information about the Cisco Unified Customer Voice Portal 7.0, send an e-mail to cvp-pre-sales@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.

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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