

End-of-Sale and End-of-Life Announcement for the Cisco Unified Customer Voice Portal (CVP) 3.0 and CVP 3.1 Queue and Transfer Option

EOL5445

Cisco Systems® announces the end-of-sale and end-of life dates for the Cisco Unified Customer Voice Portal (CVP) 3.0 and CVP 3.1 Queue and Transfer Option. The last day to order the Cisco Unified Customer Voice Portal (CVP) 3.0 and CVP 3.1 Queue and Transfer Option is June 5, 2007. 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 Cisco Unified Customer Voice Portal (CVP) 3.0 and CVP 3.1 Queue and Transfer Option. Table 2 lists the product part numbers affected by this announcement.

Table 1. End-of-Life Milestones and Dates for the Cisco Unified Customer Voice Portal (CVP) 3.0 and CVP 3.1 Queue and Transfer Option.

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 5, 2006
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 5, 2007
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.	September 3, 2007
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.	June 4, 2008
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.	June 4, 2008
End of Service Contract Renewal Date: App. SW	The last date to extend or renew a service contract for the product.	August 31, 2009
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.	June 4, 2010

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
CVP-30-CC-PT	CVP 3.0 Call Director 1-499 Sessions
CVP-30-CC-PT-MN500	CVP 3.0 Call Director Port Min 500 Sessions
CVP-30-CC-PTS=	CVP 3.0 Call Director Ports
CVP-30-CC-SRVR	CVP 3.0 Call Control Server Software
CVP-30-CC-SRVR=	Call Director Server Licenses
CVP-30-DIST-NFR	CVP 3.0 NFR Kit for DISTI:
CVP-30-DRT-NFR=	CVP 3.0 NFR Kit for DART
CVP-30-PT	CVP 3.0 Self Service Sessions

CVP-30-PT-MIN500	CVP 3.0 Self Service Ports Min 500
CVP-30-PTS=	CVP 3.0 Self Service Ports
CVP-30-QT-M500PT	CVP 3.0 Queue And Transfer Port Min 500 ports
CVP-30-QT-MN500PT	CVP 3.0 Queue And Transfer Port Min 500 ports
CVP-30-QT-PT	CVP 3.0 Queue And Transfer Port
CVP-30-QT-PTS=	CVP 3.0 Queue And Transfer Ports
CVP-30-QT-RED=	CVP 3.0 Queue And Transfer Redundant Server
CVP-30-QT-SRVR	CVP 3.0 Queue And Transfer Server Software
CVP-30-QT-SRVR=	CVP 3.0 Queue And Transfer Base System
CVP-30-QT-U-SRVR=	CVP 3.0 QT To Self-Service Server Software Upgrade
CVP-30-QT-UP-MN500	CVP 3.0 QT Or ISN 2.1 Upgrade To Full Min 500 Ports
CVP-30-QT-UP-PT	CVP 3.0 QT Or ISN 2.1 Upgrade To CVP 3.0 1-499 ports
CVP-30-QT-UPG-RED=	CVP 3.0 Self Service Upgrade For Redundant Servers
CVP-30-QT-UPGRD=	CVP 3.0 Standalone Upgrade To Full Function
CVP-30-RED=	CVP 3.0 Redundant Server
CVP-30-REDUNDANT=	CVP 3.0 Redundant Server
CVP-30-SA-M500PT	CVP 3.0 Standalone IVR Port Min 500
CVP-30-SA-PT	CVP 3.0 Standalone IVR Port
CVP-30-SA-PTS=	CVP 3.0 Standalone IVR Ports
CVP-30-SA-RED=	CVP 3.0 Standalone Redundant Server
CVP-30-SA-UP	CVP 3.0 Standalone To Full Upgrade 1 Port
CVP-30-SA-UP-MN	CVP 3.0 Standalone To Full Function Upgrade 500 Ports
CVP-30-SA-UPGRD=	CVP 3.0 Standalone To Full Function Upgrade
CVP-30-SASU-UPGRD=	CVP 2.X to CVP 3.0 Upgrade with SASU
CVP-30-SRVR	CVP 3.0 Base System
CVP-30-STUDIO	CVP 3.0 Studio
CVP-30-STUDIO=	CVP 3.0 Studio License
CVP-30-SVR	CVP 3.0 Self-Service Server Software
CVP-31-QT-SRVR	CVP 3.1 Queue And Transfer Server Software
CVP-3X-QT-PT	CVP 3.X Queue And Transfer Port License
CVP-3X-QT-PT-MN500	CVP 3.X Queue And Transfer Pt License Min 500
CVP-3X-QT-RED	CVP 3.X Queue And Transfer Redundancy Lic

Product Migration Options

Customers are encouraged to migrate to Cisco Unified Customer Voice Portal 4.0. Customers who have Queue and Transfer features will continue to be supported with that functionality in 4.0.

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 end-of-sale product through Cisco's Authorized Refurbished Equipment program. Refurbished units of the end-of-sale product are available in limited supply for sale in certain countries on a first-come, first-served basis. For information about the refurbished equipment program, go to:

http://www.cisco.com/en/US/ordering/or6/or17/order_refurbished_equipment_program_description.html.

For More Information

For more information about the Cisco Unified Customer Voice Portal 4.0, visit <http://www.cisco.com/en/US/products/sw/custcosw/ps1006/index.html>, contact your local account representative, or 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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