End-of-Sale and End-of-Life Announcement for the Cisco Unified Customer Voice Portal 9.0(1)

EOL9854

Cisco announces the end-of-sale and end-of-life dates for the Cisco Unified Customer Voice Portal 9.0(1). The last day to order the affected product(s) is January 19, 2015.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.

Table 1.   End-of-Life Milestones and Dates for the Cisco Unified Customer Voice Portal 9.0(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 21, 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.	January 19, 2015
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 19, 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.	January 19, 2016
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 19, 2016
End of Service Contract Renewal Date: App. SW	The last date to extend or renew a service contract for the product.	April 16, 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.	January 31, 2018

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
CVP-9.X	CVP 9.X Configuration P Delivery	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-90-BNDL-NFR	CVP 9.0 UC NFR Media and VXML SRVR LIC	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-90-CC-150=	CVP 9.0 Call Director (includes Software) - 150 Ports	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-90-CC-300=	CVP 9.0 Call Director (includes Software) - 300 Ports	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-90-CC-600=	CVP 9.0 Call Director (includes Software) - 600 Ports	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-90-CC-850=	CVP 9.0 Call Director (includes Software) - 850 Ports	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-90-EVAL=	CVP 9.0 Evaluation License (90 Day Expiry)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-90-MEDIA=	CVP 9.0 Media Only	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-90-NFR=	CVP 9.0 Not-For-Resale	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-90-NPS=	CVP 9.0 Not-for-production system	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-90-PRD-UP=	CVP 9.0 Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-90-RPT-PRE=	CVP 9.0 Report System - Premium	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-90-RPT-STD=	CVP 9.0 Report System - Standard	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-90-SERVER-SW	CVP 9.0 Server Software	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-9X-FEAT-U-PT	CVP 9.X Feature Upgrade Port License	See the Product Migration Options section below for detailed information on replacing this product.	-	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
CVP-9X-FEAT-U-RED	CVP 9.X Feature Upgrade Redundant Ports	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-9X-FEAT-UPG	CVP 9.X CVP QT or IPIVR migration to CVP 9.0 E Delivery	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-9X-M500-PT	CVP 9.X Pt License Min 500 Ports	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-9X-M500-RDPT	CVP 9.X Minimum 500 Redundant Port License	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-9X-MKTPRC	CVP 9.X Market Price Configuration	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-9X-PTS	CVP 9.X Port License	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-9X-PTS-TOTAL	CVP 9.X Total No PT - Auto Gen value	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-9X-RED-ADD	CVP 9.X Additional Redundant Ports E Delivery	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-9X-REDPT	CVP 9.X Redundant Ports	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-9XRD-MKTPRC	CVP 9.X Market Price Redundant Ports	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-STU-90-EVAL	Call Studio 9.0 Lic for EVAL	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-STU-90-NFR	Call Studio 9.0 Lic for NFR	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-STU-90-PRD-UP=	Call Studio 9.0 Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CVP-STU-90=	Call Studio 9.0	See the Product Migration Options section below for detailed information on replacing this product.	-	-
L-CVP-9PTSUPG	CVP Port License upgrade 9.0	See the Product Migration Options section below for detailed information on replacing this product.	-	-
L-CVP-9REDPTSUPG	CVP Redundant Ports upgrade 9.0	See the Product Migration Options section below for detailed information on replacing this product.	-	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
L-CVP-9X-CCSRVUP	CVP 9.x Call Control Server Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
L-CVP-9X-CCUPG	CVP 9.x Call Control Session Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
L-CVP-9X-SRVUPG	CVP 9.x Server Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
L-CVP-9X-STUUPG	Call Studio 9.0 Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
L-CVP-PTSUPG	CVP 8.X Port License upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
L-CVP-REDPTSUPG	CVP 8.X Redundant Ports upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
R-CVP-9.X	CVP 9.X Configuration E Delivery	See the Product Migration Options section below for detailed information on replacing this product.	-	-
R-CVP-90-BNDL-NFR	CVP 9.0 UC NFR Media and VXML SRVR LIC	See the Product Migration Options section below for detailed information on replacing this product.	-	-
R-CVP-90-CC-150=	CVP 9.0 Call Director (includes Software) - 150 Ports	See the Product Migration Options section below for detailed information on replacing this product.	-	-
R-CVP-90-CC-300=	CVP 9.0 Call Director (includes Software) - 300 Ports	See the Product Migration Options section below for detailed information on replacing this product.	-	-
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R-CVP-90-CC-850=	CVP 9.0 Call Director (includes Software) - 850 Ports	See the Product Migration Options section below for detailed information on replacing this product.	-	-
R-CVP-90-EVAL=	CVP 9.0 Evaluation License (90 Day Expiry)	See the Product Migration Options section below for detailed information on replacing this product.	-	-
R-CVP-90-MEDIA=	CVP 9.0 Media Only	See the Product Migration Options section below for detailed information on replacing this product.	-	-
R-CVP-90-NFR=	CVP 9.0 Not-For-Resale	See the Product Migration Options section below for detailed information on replacing this product.	-	-
R-CVP-90-NPS=	CVP 9.0 Not-for-production system	See the Product Migration Options section below for detailed information on replacing this product.	-	-

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R-CVP-90-RPT-PRE=	CVP 9.0 Report System - Premium	See the Product Migration Options section below for detailed information on replacing this product.	-	-
R-CVP-90-RPT-STD=	CVP 9.0 Report System - Standard	See the Product Migration Options section below for detailed information on replacing this product.	-	-
R-CVP-9X-FEAT-UPG	CVP 9.X CVP QT or IPIVR migration to CVP 9.0 E Delivery	See the Product Migration Options section below for detailed information on replacing this product.	-	-
R-CVP-9X-MKTPRC	CVP 9.X Market Price Configuration	See the Product Migration Options section below for detailed information on replacing this product.	-	-
R-CVP-9X-RED-ADD	CVP 9.X Additional Redundant Ports E Delivery	See the Product Migration Options section below for detailed information on replacing this product.	-	-
R-CVP-ST-9-PRD-UP=	CVP Studio 9.0 Upgrade	See the Product Migration Options section below for detailed information on replacing this product.	-	-
R-CVP-STU-90=	CVP 9.0 Studio	See the Product Migration Options section below for detailed information on replacing this product.	-	-

Product Migration Options

Customers are encouraged to migrate to the Cisco Unified Customer Voice Portal 10.0(1) or 10.5(1). Information about this product can be found at: http://www.cisco.com/c/en/us/products/customer-collaboration/unified-customer-voice-portal/index.html.

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 Customer Voice Portal 9.0(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.

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 Unified Customer Voice Portal 10.0(1) or 10.5(1), visit http://www.cisco.com/c/en/us/products/customer-collaboration/unified-customer-voice-portal/index.html, or contact your local account representative.

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.

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