

## Migrate to Cisco Unified IP IVR: Incentive Program for Cisco Unified IP Queue Manager Customers

In response to the [end-of-life announcement](#) of Cisco® Unified IP Queue Manager and conclusion of Cisco's previous "Migrate to IVR" promotion, the company is pleased to announce the introduction of the new Migrate to Cisco Unified IP IVR program. This program is designed to help existing Cisco Unified IP Queue Manager customers migrate to [Cisco Unified IP Interactive Voice Response \(IP IVR\)](#).

### Program Details

#### Migrate to Cisco Unified IP IVR

This program allows you to migrate your existing Cisco Unified IP Queue Manager server software and ports to Cisco Unified IP IVR server and ports at a 50-percent discount on the server software and ports.

Table 1 gives program discounts and part numbers.

**Table 1.** Program Discounts and Part Numbers

Existing License	Promotional License	Discount	Promo Part Number
<b>For Cisco Unified IP Queue Manager Customers</b>			
<b>Cisco Unified IP Queue Manager</b>	Cisco Unified IP IVR 5.0, 6.0, or 7.0	Cisco Unified IP IVR:50%	IPQM-IPIVR-UPG

After placing the order, please send an email to [ccbu-bidassurance@cisco.com](mailto:ccbu-bidassurance@cisco.com) to request that the order be removed from "New Product Hold". Make sure to include the Sales Order in your email.

Cisco Unified IP IVR server software ships with 5 included ports. When ordering Cisco Unified IP IVR ports that equal the total number of Cisco Unified IP Queue Manager ports previously held, please factor in the 5 included ports.

For example: If you previously had 20 Cisco Unified IP Queue Manager ports, you are entitled to 20 Cisco Unified IP IVR ports. At the time of ordering, you should choose only 15 ports plus the server software, which already includes 5 Cisco Unified IP IVR ports.

The Cisco Unified Queue Manager product is built on the same platform and shares the same code base as Cisco Unified IP IVR. Installation and upgrade steps are common between Cisco Unified Queue Manager and Cisco Unified IP IVR. When upgrading from Cisco Unified Queue Manager to Cisco Unified IP IVR, refer to the instructions provided in the documentation at: [http://www.cisco.com/en/US/products/sw/custcosw/ps1846/prod\\_installation\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/custcosw/ps1846/prod_installation_guides_list.html).

### More Information

Before ordering, please verify the Cisco Unified IP IVR version compatibility with Cisco Unified Contact Center Enterprise and Cisco Unified Communications Manager versions. This information is available in the Cisco Unified Contact Center Enterprise [compatibility matrix document](#).

Some customers may be eligible for additional discounts. For additional details about how these discounts work in conjunction with global price list discounts, please contact your local Cisco account representative.

To take advantage of this offer, you must use the part numbers shown in Tables 1.

For questions regarding pricing and ordering, please send an e-mail to [ccbu-pricing@cisco.com](mailto:ccbu-pricing@cisco.com).



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