

End-of-Sale and End-of-Life Announcement for the Cisco Unified Web Interaction Manager and Unified E-Mail Interaction Manager 4.3 and 4.4

EOL9359

Cisco announces the end-of-sale and end-of-life dates for the Cisco Unified Web Interaction Manager and Unified E-Mail Interaction Manager 4.3 and 4.4. The last day to order the affected product(s) is January 30, 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.

Customers are encouraged to migrate to Cisco Unified Web Interaction Manager and Unified E-Mail Interaction Manager 9.0, which includes a number of new features including:

1. Integration with Finesse, which is EIM/WIM UI embeddable within Finesse 8.5(3)/9 as a customizable gadget
2. Proactive chat, which is the offering of an automatic launch to chat with an agent based on visitor navigation pattern on a website
3. Audible notifications, which are audible ping alerts for new activity and message assignments, for email and chat
4. Chat survey, which is the launching of a postchat survey to collect and store customer feedback on completion of a chat session
5. Mobile WIM templates, which are sophisticated WIM templates for chat and Web callback for mobile support (e.g., iPad, iPhone, Android)
6. Enhanced security including stronger password encryption and customizable password policy

Table 1. End-of-Life Milestones and Dates for the Cisco Unified Web Interaction Manager and Unified E-Mail Interaction Manager 4.3 and 4.4

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.	August 1, 2013
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 30, 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.	April 30, 2014
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 30, 2015

Milestone	Definition	Date
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 30, 2015
End of Service Contract Renewal Date: App. SW	The last date to extend or renew a service contract for the product.	April 27, 2016
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, 2017

HW = Hardware OS SW = Operating System Software App. SW = Application Software

For more information on Cisco Unified Web Interaction Manager and Cisco Unified E-Mail Interaction Manager, please visit these websites:

Partner websites:

Cisco Unified Web Interaction Manager: <http://www.cisco.com/en/US/partner/products/ps7233/index.html>

Cisco Unified E-Mail Interaction Manager: <http://www.cisco.com/en/US/partner/products/ps7236/index.html>

Customer websites:

Cisco Unified Web Interaction Manager: <http://www.cisco.com/en/US/products/ps7233/index.html>

Cisco Unified E-Mail Interaction Manager: <http://www.cisco.com/en/US/products/ps7236/index.html>

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
IPCE-MC-KIT-43-K8	Email and Web Interaction Manager 4.3 and 4.4 Media Kit	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 Web Interaction Manager and Unified E-Mail Interaction Manager 9.0. Information about this product can be found at:

<http://www.cisco.com/en/US/products/ps7233/index.html> and
<http://www.cisco.com/en/US/products/ps7236/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 the Cisco Unified Web Interaction Manager and Unified E-Mail Interaction Manager 4.3 and 4.4 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.

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