End-of-Sale and End-of-Life Announcement for the Cisco Unified Web and E-Mail Interaction Manager for Cisco Unified Contact Center Express

EOL6656

Cisco® announces the end-of-sale and end-of life dates for the Cisco Unified Web and E-Mail Interaction Manager for Cisco Unified Contact Center Express. The last day to order the affected product(s) is August 21, 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 Unified Web and E-Mail Interaction Manager for Cisco Unified Contact Center Express

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.	February 20, 2009
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.	August 21, 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.	November 19, 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.	August 21, 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.	August 21, 2010
End of Service Contract Renewal Date: App. SW	The last date to extend or renew a service contract for the product.	November 17, 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.	August 20, 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
CCX-60-ADV-EIM-S1	CCX 6.0 Cisco Email Interaction Mgr Advanced Seat Qty 1
CCX-60-ADV-EIMS10=	CCX 6.0 Cisco Email Interaction Mgr Advanced Seat Qty 10
CCX-60-ADV-EIMS1=	CCX 6.0 Cisco Email Interaction Mgr Advanced Seat Qty 1
CCX-60-ADV-EIMS25=	CCX 6.0 Cisco Email Interaction Mgr Advanced Seat Qty 25
CCX-60-ADV-EIMS50=	CCX 6.0 Cisco Email Interaction Mgr Advanced Seat Qty 50
CCX-60-ADV-WIM-S1	CCX 6.0 Cisco Email Interaction Mgr Advanced Seat Qty 1

CCX-60-ADV-WIMS10=	CCX 6.0 Cisco Web Interaction Mgr Advanced Seat Qty 10
CCX-60-ADV-WIMS1=	CCX 6.0 Cisco Web Interaction Mgr Advanced Seat Qty 1
CCX-60-ADV-WIMS25=	CCX 6.0 Cisco Web Interaction Mgr Advanced Seat Qty 25
CCX-60-ADV-WIMS50=	CCX 6.0 Cisco Web Interaction Mgr Advanced Seat Qty 50
CCX-60-BAEIMU-S1	CCX 5.0 Basic-Advanced EIM Seat Qty 1 Upg
CCX-60-BAS-EIM-S1	CCX 6.0 Cisco Email Interaction Mgr Basic Seat Qty 1
CCX-60-BAS-EIMS10=	CCX 6.0 Cisco Email Interaction Mgr Basic Seat Qty 10
CCX-60-BAS-EIMS1=	CCX 6.0 Cisco Email Interaction Mgr Basic Seat Qty 1
CCX-60-BAS-EIMS25=	CCX 6.0 Cisco Email Interaction Mgr Basic Seat Qty 25
CCX-60-BAS-EIMS50=	CCX 6.0 Cisco Email Interaction Mgr Basic Seat Qty 50
CCX-60-BAS-WIM-S1	CCX 6.0 Cisco Web Interaction Mgr Basic Seat Qty 1
CCX-60-BAS-WIMS10=	CCX 6.0 Cisco Web Interaction Mgr Basic Seat Qty 10
CCX-60-BAS-WIMS1=	CCX 6.0 Cisco Web Interaction Mgr Basic Seat Qty 1
CCX-60-BAS-WIMS25=	CCX 6.0 Cisco Web Interaction Mgr Basic Seat Qty 25
CCX-60-BAS-WIMS50=	CCX 6.0 Cisco Web Interaction Mgr Basic Seat Qty 50
CCX-60-BAWIMU-S1	CCX 5.0 Basic-Advanced WIM Seat Qty 1 Upg
CCX-60-EIM-KIT	CCX 6.0 EIM Media Kit
CCX-60-WIM-KIT	CCX 6.0 WIM Media Kit
CCX-70-AEIM-SEAT1	CCX 7.0 PRE Advanced EIM Seat Qty 1
CCX-70-AEIMU-S1	CCX 7.0 UPG 5.x, 6.x, PRE Advanced EIM Seat Qty 1
CCX-70-AWIM-SEAT1	CCX 7.0 PRE Advanced WIM Seat Qty 1
CCX-70-AWIMU-S1	CCX 7.0 UPG 5.x, 6.x, PRE Advanced WIM Seat Qty 1
CCX-70-BAEIMU-S1	CCX 7.0 UPG 5.x, 6.x PRE Basic to Advanced EIM Seat Qty 1
CCX-70-BAWIMU-S1	CCX 7.0 UPG 5.x, 6.x PRE Basic to Advanced WIM Seat Qty 1
CCX-70-BEIM-SEAT1	CCX 7.0 PRE Basic EIM Seat Qty 1
CCX-70-BEIMU-S1	CCX 7.0 UPG 5.x, 6.x, PRE Basic EIM Seat Qty 1
CCX-70-BWIM-SEAT1	CCX 7.0 PRE Basic WIM Seat Qty 1
CCX-70-BWIMU-S1	CCX 7.0 UPG 5.x, 6.x, PRE Basic WIM Seat Qty 1
CCX-70-EIM-MEDKIT	CCX 7.0 PRE EIM Media Kit
CCX-70-WIM-MEDKIT	CCX 7.0 PRE WIM Media Kit
CCX-70P-ADV-EIM10=	CCX 7.0 Email Interaction Mgr Advanced Seat Qty 10
CCX-70P-ADV-EIM1=	CCX 7.0 Email Interaction Mgr Advanced Seat Qty 1
CCX-70P-ADV-EIM25=	CCX 7.0 Email Interaction Mgr Advanced Seat Qty 25
CCX-70P-ADV-EIM50=	CCX 7.0 Email Interaction Mgr Advanced Seat Qty 50
CCX-70P-ADV-WIM10=	CCX 7.0 Web Interaction Mgr Advanced Seat Qty 10
CCX-70P-ADV-WIM1=	CCX 7.0 Web Interaction Mgr Advanced Seat Qty 1
CCX-70P-ADV-WIM25=	CCX 7.0 Web Interaction Mgr Advanced Seat Qty 25
CCX-70P-ADV-WIM50=	CCX 7.0 Web Interaction Mgr Advanced Seat Qty 50
CCX-70P-BAS-EIM10=	CCX 7.0 Email Interaction Mgr Basic Seat Qty 10
CCX-70P-BAS-EIM1=	CCX 7.0 Email Interaction Mgr Basic Seat Qty 1
CCX-70P-BAS-EIM25=	CCX 7.0 Email Interaction Mgr Basic Seat Qty 25
CCX-70P-BAS-EIM50=	CCX 7.0 Email Interaction Mgr Basic Seat Qty 50
CCX-70P-BAS-WIM10=	CCX 7.0 Web Interaction Mgr Basic Seat Qty 10
CCX-70P-BAS-WIM1=	CCX 7.0 Web Interaction Mgr Basic Seat Qty 1
CCX-70P-BAS-WIM25=	CCX 7.0 Web Interaction Mgr Basic Seat Qty 25
CCX-70P-BAS-WIM50=	CCX 7.0 Web Interaction Mgr Basic Seat Qty 50

L-CCX-70P-AEIMS10=	CCX 7.0 eDelivery Email Interaction Mgr Advanced Seat Qty 10
L-CCX-70P-AEIMS1=	CCX 7.0 eDelivery Email Interaction Mgr Advanced Seat Qty 1
L-CCX-70P-AEIMS25=	CCX 7.0 eDelivery Email Interaction Mgr Advanced Seat Qty 25
L-CCX-70P-AEIMS50=	CCX 7.0 eDelivery Email Interaction Mgr Advanced Seat Qty 50
L-CCX-70P-AWIMS10=	CCX 7.0 eDelivery Web Interaction Mgr Advanced Seat Qty 10
L-CCX-70P-AWIMS1=	CCX 7.0 eDelivery Web Interaction Mgr Advanced Seat Qty 1
L-CCX-70P-AWIMS25=	CCX 7.0 eDelivery Web Interaction Mgr Advanced Seat Qty 25
L-CCX-70P-AWIMS50=	CCX 7.0 eDelivery Web Interaction Mgr Advanced Seat Qty 50
L-CCX-70P-BEIMS10=	CCX 7.0 eDelivery Email Interaction Mgr Basic Seat Qty 10
L-CCX-70P-BEIMS1=	CCX 7.0 eDelivery Email Interaction Mgr Basic Seat Qty 1
L-CCX-70P-BEIMS25=	CCX 7.0 eDelivery Email Interaction Mgr Basic Seat Qty 25
L-CCX-70P-BEIMS50=	CCX 7.0 eDelivery Email Interaction Mgr Basic Seat Qty 50
L-CCX-70P-BWIMS10=	CCX 7.0 eDelivery Web Interaction Mgr Basic Seat Qty 10
L-CCX-70P-BWIMS1=	CCX 7.0 eDelivery Web Interaction Mgr Basic Seat Qty 1
L-CCX-70P-BWIMS25=	CCX 7.0 eDelivery Web Interaction Mgr Basic Seat Qty 25
L-CCX-70P-BWIMS50=	CCX 7.0 eDelivery Web Interaction Mgr Basic Seat Qty 50

Product Migration Options

There is no replacement available for the Cisco Unified Web and E-Mail Interaction Manager for Cisco Unified Contact Center Express at this time.

Customers may continue to use Cisco Unified Web and E-Mail Interaction Manager for Cisco Unified Contact Center Express during the support period. As Cisco Unified E-Mail Interaction Manager for Unified Contact Center Express reaches end of support, customers should consider migrating to the Agent E-Mail feature included with Cisco Unified Contact Center Express 7.0. Agent E-Mail offers core email management capabilities tightly integrated with the Unified Contact Center Express platform.

Service prices for Cisco products are subject to change after the product End of Sale date.

For More Information

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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