

## End-of-Sale and End-of-Life Announcement for the Cisco Unified CallConnector for Microsoft Dynamics CRM

EOL7719 - Amended

Cisco announces the end-of-sale and end-of-life dates for the Cisco Unified CallConnector for Microsoft Dynamics CRM. The last day to order the affected product(s) is June 30, 2011. Customers 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.

**Table 1.** End-of-Life Milestones and Dates for the Cisco Unified CallConnector for Microsoft Dynamics CRM

Milestone	Definition	Date
<b>End-of-Life Announcement Date</b>	The date the document that announces the end-of-sale and end-of-life of a product is distributed to the general public.	June 30, 2011
<b>End-of-Sale Date</b>	The last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale after this date.	June 30, 2011
<b>Last Ship Date Feature</b>	The last-possible ship date that can be requested of Cisco and/or its contract manufacturers. Actual ship date is dependent on lead time.	June 30, 2011
<b>End of SW Maintenance Releases Date Feature</b>	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 30, 2011
<b>Last Date of Support Feature</b>	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, 2012

**Table 2.** Product Part Numbers Affected by This Announcement

End-of-Sale Product Part Number	Product Description
<b>Cisco Unified CallConnector for Microsoft Dynamics CRM</b>	<p>The Cisco Unified CallConnector for Microsoft Dynamics CRM integrates Cisco Unified Communications with the Microsoft Dynamics CRM application at the desktop, without the need for additional hardware. Cisco Unified CallConnector for Microsoft Dynamics CRM provides:</p> <ul style="list-style-type: none"> <li>• Greater employee productivity and organizational efficiencies</li> <li>• Immediate information about inbound and outbound calls</li> <li>• Fast and easy "click to dial" functionality from CRM database records</li> </ul> <p>Call duration tracking, information capture, and record creation</p>

### Product Migration Options

There is no Cisco replacement available for the Cisco Unified CallConnector for Microsoft Dynamics CRM at this time.

Customers are encouraged to explore solutions from Cisco CDN Partners. Information about CDN Partners can be found at: <http://developer.cisco.com/web/partner/search>.

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](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](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](http://www.cisco.com/en/US/products/prod_warranties_listing.html).

To subscribe to receive end-of-life/end-of-sale information, go to:

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