End-of-Sale and End-of-Life Announcement for the Cisco Unified CallConnector for Salesforce.com

EOL7720 - Amended

Cisco announces the end-of-sale and end-of-life dates for the Cisco Unified CallConnector for Salesforce.com. 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 Salesforce.com

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 1, 2011
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.	June 30, 2012
Last Ship Date Feature	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
End of SW Maintenance Releases Date Feature	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
Last Date of Support Feature	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
Cisco Unified CallConnector for Salesforce.com	Cisco Unified CallConnector for Salesforce.com integrates the Cisco Unified Communications system for SMBs with the Salesforce.com on-demand customer relationship management (CRM) services. The following are some of the features and benefits of this easy-to-use, integrated solution: • For inbound customer calls, employees can immediately view the customer's recent activity history, outstanding follow-up tasks, sales opportunities, and service-level agreements in just a few clicks. • Home-based workers and remote sales teams have access to the same integrated telephony and salesforce.com tools as those working in the main office. Click-to-dial functionality increases productivity in outbound calling, giving casual users a convenience feature and offering a real competitive edge in a telesales environment.

Product Migration Options

There is no replacement available for the Cisco Unified CallConnector for Salesforce.com at this time.

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.

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