



Revised End of Sale Notice

Notification Date: 11-January-2011
Effective Date: 7-November-2011
Subject: Avaya Contact Center Express (CCE)
Theatre/Region: All worldwide

Summary

Avaya business partners have expressed a desire to extend their option to position Avaya Contact Center Express (CCE) as we transition to Avaya Aura® Contact Center (AACC). The request has been to continue new sales of CCE enabling pipeline continuity while positioning AACC for new business.

In the spirit of executing on partner feedback, we are extending the End of Sale (EoS) date for new CCE 5.0 systems. The previously stated EoS date of January 10th has been extended to November 7th, 2011. Additions to existing systems will continue to be supported in accordance to Avaya's EoS policy. The effected CCE codes are referenced in the appendix.

AACC, introduced in July 2010, is our flagship multimedia product for assisted experience management. The AACC 6.1 release, available since November 2010, delivered the first instance of integration with other important components of the Avaya Aura Contact Center Suite, most notably Avaya Aura Call Center Elite and Avaya Voice Portal. AACC replaces CCE as the leading multimedia companion to Avaya Aura Call Center Elite for midsize Contact Center solutions.

An upcoming release of AACC, 6.1.1, originally scheduled for March 2011, has been combined with the 6.2 release scheduled for late June 2011. The rationale for the combination was to ease product absorption cycles for our partners, and maximize the release's delivered capabilities and functionality while not compromising our roadmap.

As AACC will be the solution of choice for the majority of new multimedia sales, the CCE EoS extension will be executed as a controlled process. All new CCE systems will therefore be subject to approval by the Contact Center Business Unit through the November 2011 EoS date. To receive approval, please send an email to cceapproval@avaya.com for all new CCE R5 sales. Please allow 48 hours for approvals. An automated approval process will be established within the next 90 days to speed sales execution.

Existing CCE customers will continue to receive maintenance and support for their solution as well as upgrade entitlements towards AACC as they migrate.



Migration Strategy & Sales Positioning

System Expansion Post-End of Sale

All sales of CCE to new accounts will end on the date indicated; however existing CCE customers may continue to add system capacity licenses based on the schedule below:

End of Sale Date (last day to order new systems)	7-November-2011
End of Manufacturer Support for SOFTWARE *	7-November-2012
End of Manufacturer Support for HARDWARE *	Not Applicable
Last day to purchase system additions	7-May-2012
Last day to purchase a new Avaya services contract *	7-November-2012
Targeted End of Services Support**	7-November-2017

* Per Avaya Product Lifecycle Policy

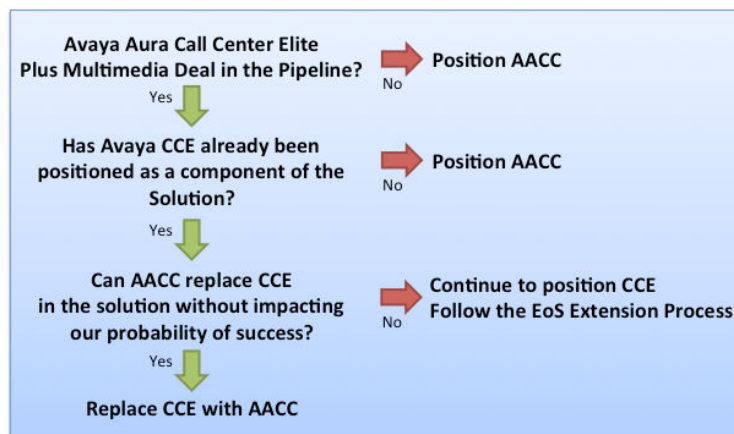
**Avaya Services may revise the Target End of Services Support date based on the availability of quality repair parts and/or technical support expertise. Customers should always consult any available product Services Support Notices for final information on product supportability.

Replacement Product / Migration Strategy

Avaya launched AACC as the replacement Contact Center solution for deployments with fewer than 400 agents. AACC represents the next generation of contact center software from Avaya and will be the premium platform going forward. The solution provides a rich multimedia contact center experience with market leading features including integrated reporting, unified administration, intelligent work assignment and social media integration on its SIP-based architecture. AACC can be deployed in a variety of environments and can scale larger than the CCE solution encompassing several thousand agents on a small footprint. Avaya sales channels are encouraged to offer AACC as an alternative to CCE for new greenfield accounts as well as heritage customers. Existing CCE customers with valid SS+U contracts will be able to migrate their “like for like” software licenses to AACC as part of their SS+U upgrade entitlement starting immediately.

Sales Positioning

The following diagram describes the sales positioning for CCE and AACC during the EoS extension period:



Please refer any questions related to positioning to Michael Perry (mperry@avaya.com) in the product management team, or Wendy Mikkelsen (wmikkels@avaya.com) in the product marketing team.



Service and Warranty

Avaya will continue to honor previously executed enhanced warranty, post-warranty and service contracts in accordance with the terms of those agreements. Avaya is not responsible for any support or maintenance commitments made by Business Partners or other service providers. Additional information concerning Avaya Services can be found on the [Services Offer Information](#) Web site.

Renewals of existing Avaya service contracts covering this product will be allowed until further notice.

Additional Information

Avaya website:
<http://www.avaya.com>

Avaya End-of-Sale Notices:
<http://support.avaya.com>

Avaya Product Lifecycle Policy:
<https://support.avaya.com/css/P8/documents/100081098>

or, <http://support.avaya.com> >> More Resources >> More >> Avaya Product Lifecycle Policy



Appendix

Discontinued Order Codes

226462	CCE R4 MICROSOFT-CRM CONN
229571	CCE R4 CALL RECORDING PORT LIC
245385	CCE R5 MICROSOFT-CRM CONN ADD
245386	CCE R5 VCE PORTAL EXPRESS PT LIC
245387	CCE R5 CALL RECORDING LIC
245388	CCE R5 WORKFORCE MGMT LIC
245389	CCE R5 ED MIDMARKET ENH BNDL LIC
245550	CCE R5 ED MIDMARKET PREMIUM BNDL
245551	CCE R5 ED CC R5 ELITE PER AGT /E
245552	CCE R5 ED CC R5 ELITE/AGT PLDS /E
245553	CCE R5 ED MULTIMEDIA AGT /E
245554	CCE R5 ED USER/VCE AGT /E
245557	CCE R5 UPG MULTI MEDIA AGT LIC
245558	CCE R5 UPG MULTI MEDIA AGT ENTITLE
245559	CCE R5 UPG USER/VCE AGT LIC
245560	CCE R5 UPG USER/VCE AGT ENTITLE
245561	CCE R5 MICROSOFT-CRM CONN ENTITLE
245564	CCE R5 MICROSOFT-CRM CONN ENTLMNT
245565	CCE R5 UPG MULTI MEDIA AGT PLDS LIC
245566	CCE R5 UPG USER/VCE AGT PLDS LIC
259671	CCE R5 UPG CALL RECORDING LIC
259672	CCE R5 UPG CALL RECORDING ENTITLE