



End of Sale for Avaya™ Call Center Release 4.x

Notification Date: October 6, 2008

Avaya will discontinue the sale of licenses for the Avaya Call Center Release 4.x, including all minor and update releases.

Effective **February 2, 2009** Avaya will no longer allow new quotations of Call Center release 4.x licenses.

This will affect the following design types:

- Any new Avaya Call Center 4.x designs.
- Any upgrade from any prior Call Center release going to Call Center 4.x.

Beginning **November 4, 2008**, a password will be required to use the Avaya Solution Designer tool to configure Call Center 4.x.

Existing SAP quotes can be converted into orders for a period of **60 days** after end of sale (until May 2, 2009)**.

The Communication Manager 4.x / Call Center 4.x ASD Configurator will remain active until February 2, 2009. **On February 2, 2009, ASD support will be removed and the SAP material codes for Call Center 4.x will be changed to pipeline status.**

US indirect sales MUST have their ASD configurations converted to orders on the distributors sold-to before February 2, 2009 for these codes to be orderable.

The only exceptions to this policy are:

- Customers already on Call Center 4.x will still be able to obtain an upgrade of their software to the final 4.x dot load (if applicable).
- Customers may continue to add capacity (agents) and features (Business Advocate and Advanced Segmentation) to existing Call Center 4.x systems

Discontinued AVAYA™ Call Center 4.x SAP material codes

SAP CODE	DESCRIPTION	END OF SALE DATE
	NEW CC 4.0 ELITE AGENTS	
197811	CC R4 NEW ELITE PER AGT 1-5 AGTS	February 2, 2009
197812	CC R4 NEW ELITE PER AGT 6-10 AGTS	
197813	CC R4 NEW ELITE PER AGT 11-25 AGTS	
197814	CC R4 NEW ELITE PER AGT 26-50 AGTS	
197815	CC R4 NEW ELITE PER AGT 51-100 AGTS	
197816	CC R4 NEW ELITE PER AGT 101-250 AGTS	
197817	CC R4 NEW ELITE PER AGT 251-500 AGTS	
197818	CC R4 NEW ELITE PER AGT 501-1000 AGT	
197819	CC R4 NEW ELITE PER AGT 1001+ AGTS	



SAP CODE	DESCRIPTION	END OF SALE DATE
NEW CC 4.0 INTRO AGENTS		
197937 197938 197939 197940	CC R4 INTRO PER AGT LIC 1-5 CC R4 INTRO PER AGT LIC 6-10 CC R4 INTRO PER AGT LIC 11-25 CC R4 INTRO PER AGT LIC 26-50	February 2, 2009
ADD-ON CC 4.0 ELITE AGENTS		[See Add s below]
197865 197866 197867 197868 197869 197870 197871 197872 197873	CC R4 ADD ELITE PER AGENT 1-5 CC R4 ADD ELITE PER AGENT 6-10 CC R4 ADD ELITE PER AGENT 11-25 CC R4 ADD ELITE PER AGENT 26-50 CC R4 ADD ELITE PER AGENT 51-100 CC R4 ADD ELITE PER AGENT 101-250 CC R4 ADD ELITE PER AGENT 251-500 CC R4 ADD ELITE PER AGENT 501-1000 CC R4 ADD ELITE PER AGENT 1001+	February 2, 2009
UPGRADE TO CC 4.0 ELITE AGENTS		
197829 197830 197831 197832 197833 197834 197835 197836 197837	CC R4 ELITE UPG PER AGT SNGL 1-5 CC R4 ELITE UPG PER AGT SNGL 6-10 CC R4 ELITE UPG PER AGT SNGL 11-25 CC R4 ELITE UPG PER AGT SNGL 26-50 CC R4 ELITE UPG PER AGT SNGL 51-100 CC R4 ELITE UPG PER AGT SNGL 101-250 CC R4 ELITE UPG PER AGT SNGL 251-500 CC R4 ELITE UPG PER AGT SNGL 501-1000 CC R4 ELITE UPG PER AGT SNGL 1001+	February 2, 2009
197838 197839 197840 197841 197842 197843 197844 197845 197846	CC R4 ELITE UPG PER AGT MULTI 1-5 CC R4 ELITE UPG PER AGT MULTI 6-10 CC R4 ELITE UPG PER AGT MULTI 11-25 CC R4 ELITE UPG PER AGT MULTI 26-50 CC R4 ELITE UPG PER AGT MULTI 51-100 CC R4 ELITE UPG PER AGT MULTI 101-250 CC R4 ELITE UPG PER AGT MULTI 251-500 CC R4 ELITE UPG PER AGT MULTI 501-1000 CC R4 ELITE UPG PER AGT MULTI 1001+	February 2, 2009
UPGRADE TO CC 4.0 INTRO AGENTS		
197941 197942 197943 197944	CC R4 INTRO UPG PER AGT SNGL 1-5 CC R4 INTRO UPG PER AGT SNGL 6-10 CC R4 INTRO UPG PER AGT SNGL 11-25 CC R4 INTRO UPG PER AGT SNGL 26-50	February 2, 2009
197945 197946 197947 197948	CC R4 INTRO UPG PER AGT MULTI 1-5 CC R4 INTRO UPG PER AGT MULTI 6-10 CC R4 INTRO UPG PER AGT MULTI 11-25 CC R4 INTRO UPG PER AGT MULTI 26-50	February 2, 2009
MIGRATE FROM DELUXE TO CC 4.0 ELITE		
212750 212751 212752 212753 212754 212755 212756 212757 212758	CC R4 MG DLX TO ELITE MULTI 1-5 CC R4 MG DLX TO ELITE MULTI 6-10 CC R4 MG DLX TO ELITE MULTI 11-25 CC R4 MG DLX TO ELITE MULTI 26-50 CC R4 MG DLX TO ELITE MULTI 51-100 CC R4 MG DLX TO ELITE MULTI 101-250 CC R4 MG DLX TO ELITE MULTI 251-500 CC R4 MG DLX TO ELITE MULTI 501-1000 CC R4 MG DLX TO ELITE MULTI 1001+	February 2, 2009
SINGLE RELEASE "UPGRADE" MOVES		



SAP CODE	DESCRIPTION	END OF SALE DATE
	TO CC 4.0 ELITE AGENTS	
212759 212760 212761 212762 212763 212764 212765 212766 212767	CC R4 1-5 ELITE SNGL MOVE LIC CC R4 6-10 ELITE SNGL MOVE LIC CC R4 11-25 ELITE SNGL MOVE LIC CC R4 26-50 ELITE SNGL MOVE LIC CC R4 51-100 ELITE SNGL MOVE LIC CC R4 101-250 ELITE SNGL MOVE LIC CC R4 251-500 ELITE SNGL MOVE LIC CC R4 501-1000 ELITE SNGL MOVE LIC CC R4 1001+ ELITE SNGL MOVE LIC	February 2, 2009
	MULTI RELEASE “UPGRADE” MOVES TO CC 4.0 ELITE AGENTS	
212768 212769 212770 212771 212772 212773 212774 212775 212776	CC R4 1-5 ELITE MULTI MOVE LIC CC R4 6-10 ELITE MULTI MOVE LIC CC R4 11-25 ELITE MULTI MOVE LIC CC R4 26-50 ELITE MULTI MOVE LIC CC R4 51-100 ELITE MULTI MOVE LIC CC R4 101-250 ELITE MULTI MOVE LIC CC R4 251-500 ELITE MULTI MOVE LIC CC R4 501-1000 ELITE MULTI MOVE LIC CC R4 1001+ ELITE MULTI MOVE LIC	February 2, 2009
	SINGLE RELEASE “UPGRADE” MOVES TO CC 4.0 ADVOCATE AGENTS	
212777 212778 212779 212780 212781 212782 212783 212784 212785	CC R4 1-5 BUS ADV SNGL MOVE LIC CC R4 6-10 BUS ADV SNGL MOVE LIC CC R4 11-25 BUS ADV SNGL MOVE LIC CC R4 26-50 BUS ADV SNGL MOVE LIC CC R4 51-100 BUS ADV SNGL MOVE LIC CC R4 101-250 BUS ADV SNGL MOVE LIC CC R4 251-500 BUS ADV SNGL MOVE LIC CC R4 501-1000 BUS ADV SNGL MOVE LIC CC R4 1001+ BUS ADV SNGL MOVE LIC	February 2, 2009
	MULTI RELEASE “UPGRADE” MOVES TO CC 4.0 ADVOCATE AGENTS	
212786 212787 212788 212789 212790 212791 212792 212793 212794	CC R4 1-5 BUS ADV MULTI MOVE LIC CC R4 6-10 BUS ADV MULTI MOVE LIC CC R4 11-25 BUS ADV MULTI MOVE LIC CC R4 26-50 BUS ADV MULTI MOVE LIC CC R4 51-100 BUS ADV MULTI MOVE LIC CC R4 101-250 BUS ADV MULTI MOVE LIC CC R4 251-500 BUS ADV MULTI MOVE LIC CC R4 501-1000 BUS ADV MULTI MOVE LIC CC R4 1001+ BUS ADV MULTI MOVE LIC	February 2, 2009

Migration Strategy

Avaya Call Center 5.x is currently available. This release provides enhancements to Release 4.x.

This table lists the Call Center 5.0 material codes for new systems, additions, upgrades, and moves. Refer to the Call Center Product Definition for additional details:



SAP Code	DESCRIPTION
	NEW AGENTS
212371	CC R5.0 NEW ELITE PER AGT 1-5
212372	CC R5.0 NEW ELITE PER AGT 6-10
212373	CC R5.0 NEW ELITE PER AGT 11-25
212374	CC R5.0 NEW ELITE PER AGT 26-50
212375	CC R5.0 NEW ELITE PER AGT 51-100
212376	CC R5.0 NEW ELITE PER AGT 101-250
212377	CC R5.0 NEW ELITE PER AGT 251-500
212378	CC R5.0 NEW ELITE PER AGT 501-1000
212379	CC R5.0 NEW ELITE PER AGT 1001+
212434	CC R5.0 INTRO PER AGT LIC 1-5
212435	CC R5.0 INTRO PER AGT LIC 6-10
212436	CC R5.0 INTRO PER AGT LIC 11-25
212437	CC R5.0 INTRO PER AGT LIC 26-50
	ADD and NEW/ADD AGENTS
212407	CC R5.0 ADD ELITE PER AGT 1-5
212408	CC R5.0 ADD ELITE PER AGT 6-10
212409	CC R5.0 ADD ELITE PER AGT 11-25
212410	CC R5.0 ADD ELITE PER AGT 26-50
212391	CC R5.0 ADD ELITE PER AGT 51-100
212392	CC R5.0 ADD ELITE PER AGT 101-250
212393	CC R5.0 ADD ELITE PER AGT 251-500
212394	CC R5.0 ADD ELITE PER AGT 501-1000
212395	CC R5.0 ADD ELITE PER AGT 1001+
	ADD AGENTS PRIOR TO CALL CENTER 5.0
192654	CC ADD ELITE PER AGENT 1-5
192655	CC ADD ELITE PER AGENT 6-10
192656	CC ADD ELITE PER AGENT 11-25
192657	CC ADD ELITE PER AGENT 26-50
192658	CC ADD ELITE PER AGENT 51-100
192659	CC ADD ELITE PER AGENT 101-250
192660	CC ADD ELITE PER AGENT 251-500
192661	CC ADD ELITE PER AGENT 501-1000
192662	CC ADD ELITE PER AGENT 1001+
212396	CC R5.0 BUS ADV NEW OR ADD 1-5
212397	CC R5.0 BUS ADV NEW OR ADD 6-10
212398	CC R5.0 BUS ADV NEW OR ADD 11-25
212399	CC R5.0 BUS ADV NEW OR ADD 26-50
212420	CC R5.0 BUS ADV NEW OR ADD 51-100
212421	CC R5.0 BUS ADV NEW OR ADD 101-250
212422	CC R5.0 BUS ADV NEW OR ADD 251-500
212423	CC R5.0 BUS ADV NEW OR ADD 501-1000
212424	CC R5.0 BUS ADV NEW OR ADD 1001+
212425	CC R5.0 ADV SEG NEW OR ADD 1-5
212426	CC R5.0 ADV SEG NEW OR ADD 6-10
212427	CC R5.0 ADV SEG NEW OR ADD 11-25
212428	CC R5.0 ADV SEG NEW OR ADD 26-50
212429	CC R5.0 ADV SEG NEW OR ADD 51-100
212430	CC R5.0 ADV SEG NEW OR ADD 101-250
212431	CC R5.0 ADV SEG NEW OR ADD 251-500
212432	CC R5.0 ADV SEG NEW OR ADD 501-1000
212433	CC R5.0 ADV SEG NEW OR ADD 1001+
	UPGRADE AGENTS
212380	CC R5.0 ELITE UPG PER AGT SNGL 1-5



SAP Code	DESCRIPTION
212381	CC R5.0 ELITE UPG PER AGT SNGL 6-10
212382	CC R5.0 ELITE UPG PER AGT SNGL 11-25
212383	CC R5.0 ELITE UPG PER AGT SNGL 26-50
212384	CC R5.0 ELITE UPG PER AGT SNGL 51-100
212385	CC R5.0 ELITE UPG PER AGT SNGL 101-250
212386	CC R5.0 ELITE UPG PER AGT SNGL 251-500
212387	CC R5.0 ELITE UPG PER AGT SNGL 501-1000
212388	CC R5.0 ELITE UPG PER AGT SNGL 1001+
212389	CC R5.0 ELITE UPG PER AGT MULTI 1-5
212390	CC R5.0 ELITE UPG PER AGT MULTI 6-10
212400	CC R5.0 ELITE UPG PER AGT MULTI 11-25
212401	CC R5.0 ELITE UPG PER AGT MULTI 26-50
212402	CC R5.0 ELITE UPG PER AGT MULTI 51-100
212403	CC R5.0 ELITE UPG PER AGT MULTI 101-250
212404	CC R5.0 ELITE UPG PER AGT MULTI 251-500
212405	CC R5.0 ELITE UPG PER AGT MULTI 501-1000
212406	CC R5.0 ELITE UPG PER AGT MULTI 1001+
212438	CC R5.0 INTRO UPG PER AGT SNGL 1-5
212439	CC R5.0 INTRO UPG PER AGT SNGL 6-10
212440	CC R5.0 INTRO UPG PER AGT SNGL 11-25
212441	CC R5.0 INTRO UPG PER AGT SNGL 26-50
212442	CC R5.0 INTRO UPG PER AGT MULTI 1-5
212443	CC R5.0 INTRO UPG PER AGT MULTI 6-10
212444	CC R5.0 INTRO UPG PER AGT MULTI 11-25
212445	CC R5.0 INTRO UPG PER AGT MULTI 26-50
216630	CC INTRO R5 TO ELITE R5 MIG PER AGT LIC
213050	CC R5.0 MG DLX TO ELITE MULTI 1-5
213051	CC R5.0 MG DLX TO ELITE MULTI 6-10
213052	CC R5.0 MG DLX TO ELITE MULTI 11-25
213053	CC R5.0 MG DLX TO ELITE MULTI 26-50
213054	CC R5.0 MG DLX TO ELITE MULTI 51-100
213055	CC R5.0 MG DLX TO ELITE MULTI 101-250
213056	CC R5.0 MG DLX TO ELITE MULTI 251-500
213057	CC R5.0 MG DLX TO ELITE MULTI 501-1000
213058	CC R5.0 MG DLX TO ELITE MULTI 1001+
215430	CC R5.0 ELITE UPG PER AGT SNGL 1-5 SSU
215440	CC R5.0 ELITE UPG PER AGT SNGL 6-10 SSU
215441	CC R5.0 ELITE UPG PER AGT SNGL 11-25 SSU
215442	CC R5.0 ELITE UPG PER AGT SNGL 26-50 SSU
215443	CC R5.0 ELITE UPG SNGL 51-100 SSU
215444	CC R5.0 ELITE UPG SNGL 101-250 SSU
215445	CC R5.0 ELITE UPG SNGL 251-500 SSU
215446	CC R5.0 ELITE UPG SNGL 501-1000 SSU
215447	CC R5.0 ELITE UPG PER AGT SNGL 1001+ SSU
215448	CC R5.0 ELITE UPG PER AGT MULTI 1-5 SSU
215449	CC R5.0 ELITE UPG PER AGT MULTI 6-10 SSU
215450	CC R5.0 ELITE UPG MULTI 11-25 SSU
215451	CC R5.0 ELITE UPG MULTI 26-50 SSU
215452	CC R5.0 ELITE UPG MULTI 51-100 SSU
215453	CC R5.0 ELITE UPG MULTI 101-250 SSU
215454	CC R5.0 ELITE UPG MULTI 251-500 SSU
215455	CC R5.0 ELITE UPG MULTI 501-1000 SSU
215456	CC R5.0 ELITE UPG MULTI 1001+ SSU
215457	CC R5.0 MG DLX TO ELITE MULTI 1-5 SSU



SAP Code	DESCRIPTION
215458	CC R5.0 MG DLX TO ELITE MULTI 6-10 SSU
215459	CC R5.0 MG DLX TO ELITE MULTI 11-25 SSU
215460	CC R5.0 MG DLX TO ELITE MULTI 26-50 SSU
215461	CC R5.0 MG DLX TO ELITE MULTI 51-100 SSU
215462	CC R5.0 MG DLX TO ELT MULTI 101-250 SSU
215463	CC R5.0 MG DLX TO ELT MULTI 251-500 SSU
215464	CC R5.0 MG DLX TO ELT MULTI 501-1000 SSU
215465	CC R5.0 MG DLX TO ELITE MULTI 1001+ SSU
MOVE AGENTS	
213080	CC R5.0 ELITE SNGL MOVE 1-5
213081	CC R5.0 ELITE SNGL MOVE 6-10
213082	CC R5.0 ELITE SNGL MOVE 11-25
213083	CC R5.0 ELITE SNGL MOVE 26-50
213084	CC R5.0 ELITE SNGL MOVE 51-100
213085	CC R5.0 ELITE SNGL MOVE 101-250
213086	CC R5.0 ELITE SNGL MOVE 251-500
213087	CC R5.0 ELITE SNGL MOVE 501-1000
213088	CC R5.0 ELITE SNGL MOVE 1001+
213089	CC R5.0 ELITE MULTI MOVE 1-5
213090	CC R5.0 ELITE MULTI MOVE 6-10
213091	CC R5.0 ELITE MULTI MOVE 11-25
213092	CC R5.0 ELITE MULTI MOVE 26-50
213093	CC R5.0 ELITE MULTI MOVE 51-100
213094	CC R5.0 ELITE MULTI MOVE 101-250
213095	CC R5.0 ELITE MULTI MOVE 251-500
213096	CC R5.0 ELITE MULTI MOVE 501-1000
213097	CC R5.0 ELITE MULTI MOVE 1001+
213098	CC R5.0 BUS ADV SNGL MOVE 1-5
213099	CC R5.0 BUS ADV SNGL MOVE 6-10
213100	CC R5.0 BUS ADV SNGL MOVE 11-25
213101	CC R5.0 BUS ADV SNGL MOVE 26-50
213102	CC R5.0 BUS ADV SNGL MOVE 51-100
213103	CC R5.0 BUS ADV SNGL MOVE 101-250
213104	CC R5.0 BUS ADV SNGL MOVE 251-500
213105	CC R5.0 BUS ADV SNGL MOVE 501-1000
213106	CC R5.0 BUS ADV SNGL MOVE 1001+
213107	CC R5.0 BUS ADV MULTI MOVE 1-5
213108	CC R5.0 BUS ADV MULTI MOVE 6-10
213109	CC R5.0 BUS ADV MULTI MOVE 11-25
213110	CC R5.0 BUS ADV MULTI MOVE 26-50
213111	CC R5.0 BUS ADV MULTI MOVE 51-100
213112	CC R5.0 BUS ADV MULTI MOVE 101-250
213113	CC R5.0 BUS ADV MULTI MOVE 251-500
213114	CC R5.0 BUS ADV MULTI MOVE 501-1000
213115	CC R5.0 BUS ADV MULTI MOVE 1001+
215466	CC R5.0 ELITE SNGL MOVE 1-5 SSU
215467	CC R5.0 ELITE SNGL MOVE 6-10 SSU
215468	CC R5.0 ELITE SNGL MOVE 11-25 SSU
215469	CC R5.0 ELITE SNGL MOVE 26-50 SSU
215470	CC R5.0 ELITE SNGL MOVE 51-100 SSU
215471	CC R5.0 ELITE SNGL MOVE 101-250 SSU
215472	CC R5.0 ELITE SNGL MOVE 251-500 SSU
215473	CC R5.0 ELITE SNGL MOVE 501-1000 SSU
215474	CC R5.0 ELITE SNGL MOVE 1001+ SSU



SAP Code	DESCRIPTION
215475	CC R5.0 ELITE MULTI MOVE 1-5 SSU
215476	CC R5.0 ELITE MULTI MOVE 6-10 SSU
215477	CC R5.0 ELITE MULTI MOVE 11-25 SSU
215478	CC R5.0 ELITE MULTI MOVE 26-50 SSU
215479	CC R5.0 ELITE MULTI MOVE 51-100 SSU
215480	CC R5.0 ELITE MULTI MOVE 101-250 SSU
215481	CC R5.0 ELITE MULTI MOVE 251-500 SSU
215482	CC R5.0 ELITE MULTI MOVE 501-1000 SSU
215483	CC R5.0 ELITE MULTI MOVE 1001+ SSU
RELEASE INDICATORS	
212860	CC SIP EAS AVAIL AGTS TRACKING CODE
212484	CC R5.0 BASIC RFA RELEASE INDICATOR
212485	CC R5.0 RFA RELEASE INDICATOR
212486	CC R5.0 UPG RFA RELEASE INDICATOR
212487	CC R5.0 BASIC UPG RFA RELEASE INDICATOR

Schedule

End of Sale (EoS)	February 2, 2009
Minimum Period of Support Availability after EoS	See below

Minimum Period of Support Availability

Please refer to Avaya's manufacturer support policy at the following link:

http://support.avaya.com/Support_Policy

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.

Avaya Services reserves the right to support this product at its discretion, as it is deemed appropriate.

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