



Title: Product Transition for Avaya Predictive Dialing System R9.10 to R12

Notification Date: September 30, 2004

The Avaya Predictive Dialing System R12 offers significant enhancements that meet the needs of small, mid-size and enterprise call centers with primary outbound missions as key components of their business strategies. Avaya Predictive Dialing System R12 delivers an extensible and scalable solution that builds on the superior call detection, pacing algorithms and agent blending functionality of previous versions of this solution. Most significant is the ability to centralize control, administration and reporting across multiple dialers via WAN or LAN. In addition our robust campaign management tools allow users to create, distribute and run campaigns across multiple dialers. Centralized reporting for both real time and historical data is available with our redesigned campaign analyst tools. Furthermore, noteworthy improvements have been made in designing a common user interface for the supervisor applications. Campaign Monitor and Campaign Manager have been combined in a single module. Customers will be able to make immediate changes to the elements they are viewing in real-time. Regulatory compliance support for Do Not Call and Call Abandonment regulations are offered with this release to help you manage your contact center more effectively. Significant improvements to the Avaya proprietary switch performance allow a single dialer to now make up to 130,000 calls per hour while still maintaining our industry leading call classification and algorithms.

Effective September 30, 2005, Avaya will no longer provide support for the Avaya Predictive Dialing System 9.10 and its supporting applications.

[Read the End of Support Letter and get more information about our solutions within Proactive Contact.](#)

Discontinued SAP/PEC Codes

SAP Code	Description	End of Support Date
159514	PDS PAB 4.2 FOR PDS 9.1	09/30/2005
159532	PDS SFTW FOR JAPAN/KOREA V9	09/30/2005
159537	PDS SFTW V9.1	09/30/2005
159550	PDS CAMP DIR W/ANALYST V3	09/30/2005
159551	PDS CAMP DIR W/O ANALYST V3	09/30/2005

Migration Strategy

Avaya now offers the following alternative solutions to help you upgrade to the latest release of the Avaya Predictive Dialing Solution.

- Avaya Predictive Dialing System R12
 - Supporting Applications:
 - Campaign Director Suite R4
 - Campaign Director Module R4
 - Avaya Predictive Dialing System Agent R1.0
 - Vterm 5.0
 - Avaya Agent API (User, Site & Enterprise Licenses)
 - Administration Manager R3.0 (Formerly Producer)
 - Agent API R3.0
 - Avaya Agent Blending R12



SAP Code	Description
174899	Avaya PDS R12 Software Upgrade
176865	Campaign Director Suite R4 Software Upgrade
176864	Campaign Director Modules R4 Software Upgrade
159567	Administration Manager 3.0 (Formerly Producer)
176986	Avaya PDS Agent Blending R12 Upgrade Software
159562	Agent API Developer Kit 3.0
159563	Agent API Upgrade - Single User License
176860	Agent API Upgrade - Site License
176861	Agent API Upgrade Enterprise License
161175	VLTerm R5.0
174908	Avaya PDS Agent R1.0

Schedule

Avaya Predictive Dialing System R9.10 End of Sale (End of Sale)	December 31, 1999
Minimum Period of Support Availability after (End of Sale)	1 Year

Supported Releases

Avaya Predictive Dialing System R11.0 & Supporting Applications
Avaya Predictive Dialing System R11.1 & Supporting Applications
Avaya Predictive Dialing System R11.2 & Supporting Applications
Avaya Predictive Dialing System R12.0 & Supporting Applications

Minimum Period of Support Availability

The Minimum Period of Support availability represents the minimum period of time after the product end of sale date, during which Avaya will make available support for the product per the Avaya Manufacturer Support Commitment. Support may be extended past that period at the discretion of Avaya Services, BusinessPartners or other service providers. For additional information concerning long-term support please contact your Service Provider.

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 BusinessPartners or other service providers. Additional information concerning Avaya Services can be found on the [Services Offer Information](#) Web site. [Read the Avaya Manufacturers Support Policy.](#)

For additional Information about Avaya Solutions please visit the [Avaya Business Solutions](#) Web site.