



Title: End of Sale Notice on the Tenovis Legacy Call Center MCC

Notification Date: 30-Sept-2008

The Legacy Tenovis Contact Center solution MCC was phased out in January 2007 (Outphasing No. 391/07) already.

As announced in the earlier document, effective December 31, 2008, Avaya will no longer sell (make commercially available) extensions to MCC systems.

Discontinued SAP/PEC Codes in ATLAS SAP

SAP Code	Description Packets	End of Sale Date
4.999.087.899	MCC Compact Basic Software Paket	December 31, 2008
4.999.083.405	MCC Advanced Basic Software Paket	December 31, 2008

SAP Code	Description Components	End of Sale Date
4.999.017.559	MCC Projektmanagement	December 31, 2008
4.999.017.565	MCC-Option Weitere Gruppen	December 31, 2008
4.999.055.442	MCC Kopplung CTI 10 M/F Paket	December 31, 2008
4.999.055.445	MCC Kopplung CTI 25 M/F Paket	December 31, 2008
4.999.055.448	MCC Kopplung CTI 50 M/F Paket	December 31, 2008
4.999.055.451	MCC Kopplung CTI 100 M/F Paket	December 31, 2008
4.999.055.454	MCC Kopplung CTI 10er ICC Paket	December 31, 2008
4.999.055.459	MCC Kopplung CTI 20er ICC Paket	December 31, 2008
4.999.055.534	MCC Kopplung CTI 10 M/F Paket	December 31, 2008
4.999.055.537	MCC Kopplung CTI 25 M/F Paket	December 31, 2008
4.999.055.540	MCC Kopplung CTI 10er ICC Paket	December 31, 2008
4.999.055.596	MCC-Option Swinging Agents	December 31, 2008
4.999.055.597	MCC-Option weitere Gruppen	December 31, 2008
4.999.055.598	MCC-Option Dispatcher Lizenz	December 31, 2008
4.999.055.599	MCC-Option Sprachansage vor Vermittlung	December 31, 2008
4.999.055.600	MCC-Option NCC	December 31, 2008
4.999.055.601	MCC-Option Kopplung IVR	December 31, 2008
4.999.055.602	MCC-Option Kopplung Fax	December 31, 2008
4.999.055.603	MCC-Option Kopplung E-Mail	December 31, 2008
4.999.055.604	MCC-Option Automatischer Supervisor	December 31, 2008
4.999.055.605	MCC-Option Scheduler	December 31, 2008
4.999.055.606	MCC-Option CAI	December 31, 2008
4.999.055.608	MCC Upgrade	December 31, 2008
4.999.055.610	MCC-Option Administrator	December 31, 2008
4.999.055.616	MCC-Repomat	December 31, 2008
4.999.055.626	MCC Codewahl Software	December 31, 2008
4.999.055.627	MCC Codewahl Administration	December 31, 2008
4.999.055.630	MCC CAI Developer Lizenz	December 31, 2008



4.999.055.631	MCC CAI Runtime Lizenz	December 31, 2008
4.999.055.632	MCC CAI Developer Lizenz	December 31, 2008
4.999.055.633	MCC CAI Runtime Lizenz	December 31, 2008
4.999.055.666	MCC Kopplung CTI 30er ICC Paket	December 31, 2008
4.999.074.041	MCC Kompakt 24 Basis Hardware	December 31, 2008
4.999.074.042	MCC Kompakt 24 Basis Software	December 31, 2008
4.999.076.730	MCC Advanced Projekt SSPK Dresden	December 31, 2008
4.999.076.989	MCC-Lizenzpaket E-Mail/Fax,CTI Qualifier	December 31, 2008
4.999.076.997	MCC Dienstleistung, Customizing	December 31, 2008
4.999.077.725	MCC-Compact Software Paket	December 31, 2008
4.999.077.726	MCC-Compact Hardware Paket	December 31, 2008
4.999.078.523	MCC Advanced Projekt Volksbank Lahr	December 31, 2008
4.999.081.669	MCC Advanced Basic Hardware	December 31, 2008
4.999.081.670	MCC-Advanced Basis Inbound Software	December 31, 2008
4.999.082.296	MCC Lizenzen	December 31, 2008
4.999.082.672	MCC DB Server	December 31, 2008
4.999.083.374	MCC CAI Developer Toolkit	December 31, 2008
4.999.083.375	MCC CAI Developer Training	December 31, 2008
4.999.083.376	MCC PEP Interface SDK	December 31, 2008
4.999.083.377	MCC-First Level Support Training	December 31, 2008
4.999.083.378	MCC Dialler Port Lizenz	December 31, 2008
4.999.083.379	MCC Preview/Power Supervisor	December 31, 2008
4.999.083.380	MCC Dienstleistung	December 31, 2008
4.999.083.381	MCC Grundlizenz Pharmabox Steuerung	December 31, 2008
4.999.083.382	MCC IVR Interface SDK	December 31, 2008
4.999.083.383	MCC Klassifikation Management	December 31, 2008
4.999.083.384	MCC Lost Call Managment	December 31, 2008
4.999.083.385	MCC Administrator Training	December 31, 2008
4.999.083.386	MCC Supervisor Training	December 31, 2008
4.999.083.387	MCC Agenten Training	December 31, 2008
4.999.083.388	MCC Network /Virtuelle Com.Center	December 31, 2008
4.999.083.389	MCC PD-Option Recall Manager	December 31, 2008
4.999.083.390	MCC Power Dailler Schulung	December 31, 2008
4.999.083.391	MCC Projektpreis	December 31, 2008
4.999.083.392	MCC Qualifier Option Komplett Erw.	December 31, 2008
4.999.083.393	MCC Qualifier Email	December 31, 2008
4.999.083.394	MCC Qualifier Telefon	December 31, 2008
4.999.083.395	MCC RoPomat	December 31, 2008
4.999.083.396	MCC Reporting on Demand Training	December 31, 2008
4.999.083.397	MCC zugekaufte IVR Lösung	December 31, 2008
4.999.083.398	MCC Report Designer und Scheduler	December 31, 2008
4.999.083.399	MCC Statistik Training	December 31, 2008
4.999.083.400	MCC zugekaufte Software	December 31, 2008
4.999.083.401	MCC zusätzlicher Workflow Controller	December 31, 2008
4.999.083.402	MCC Voice Logging Interface SDK	December 31, 2008
4.999.083.403	MCC Advanced Basis Inb. Softw. Dienstl.	December 31, 2008
4.999.083.404	MCC zugekaufte Dienstleistung	December 31, 2008
4.999.083.406	MCC Ad. Basis Outbound Softw. Dienstl.	December 31, 2008



4.999.083.407	MCC Ad. Basis Outbound Softw. Paket	December 31, 2008
4.999.083.408	MCC CTI Recall Funktionalität	December 31, 2008
4.999.083.409	MCC Basis Liz. Internet Communic. Center	December 31, 2008
4.999.083.410	MCC Supervisor	December 31, 2008
4.999.083.411	MCC Upgrade Preview auf Power Dialler	December 31, 2008
4.999.083.412	MCC Basis Lizenz SAP Phone Interface	December 31, 2008
4.999.083.413	MCC Online Administrator	December 31, 2008
4.999.083.414	MCC Basis Lizenz Siebel 7 CTI Interface	December 31, 2008
4.999.083.415	MCC Preview-Power Agenten upgr	December 31, 2008
4.999.083.416	MCC CallMe-Button	December 31, 2008
4.999.083.417	MCC Wartefeld Port Lizenz	December 31, 2008
4.999.083.418	MCC Email/Fax Agenten	December 31, 2008
4.999.083.419	MCC Client Liz. Internet Communic.Center	December 31, 2008
4.999.083.420	MCC Client Lizenz SAP Phone Interface	December 31, 2008
4.999.083.421	MCC Client Lizenz Siebel 7 CTI Interface	December 31, 2008
4.999.083.423	MCC Ansage bei Vermittlung auf AB	December 31, 2008
4.999.083.424	MCC Inbound Agenten	December 31, 2008
4.999.083.425	MCC Backoffice Agenten	December 31, 2008
4.999.083.426	MCC Power Dialler Agenten	December 31, 2008
4.999.083.428	MCC Preview Dialler Agenten	December 31, 2008
4.999.083.429	MCC zugekaufte Hardware	December 31, 2008
4.999.085.400	MCC Lizenz CTI Advanced	December 31, 2008
4.999.087.900	MCC Advanced Upgrade Packet	December 31, 2008
4.999.087.909	MCC CAI Runtime Lizenz	December 31, 2008
4.999.087.917	MCC Statistik-Paket bestehend aus OSM un	December 31, 2008
4.999.087.918	MCC Swinging Agents	December 31, 2008
4.999.087.919	MCC-Option	December 31, 2008
4.999.087.920	MCC-Option Dispatcher-Lizenz	December 31, 2008
4.999.087.921	MCC-Option Ansagetext Konverter	December 31, 2008
4.999.087.923	MCC-Option Client Application Interface	December 31, 2008
4.999.087.924	MCC-Option Kopplung Dienste-Server für E	December 31, 2008
4.999.087.925	MCC-Option Koppl. Dienste-Server f. Fax	December 31, 2008
4.999.087.926	MCC-Option NT4.0 Umstellung	December 31, 2008
4.999.087.927	MCC-Option Sprachansage vor Vermittlung	December 31, 2008
4.999.087.928	MCC-Option Weitere 5 Gruppen	December 31, 2008
4.999.087.935	MCC-Advanced Basis Hardware 42 HE	December 31, 2008
4.999.092.499	MCC Volksbank Mosbach	December 31, 2008
4.999.092.501	MCC Advanced Basic Hardware	December 31, 2008
4.999.092.502	MCC Advanced Basic Inbound Software	December 31, 2008
4.999.056.257	MCC Projektmanagement	December 31, 2008
4.999.056.266	MCC-Komplett First Level Support Schulun	December 31, 2008
4.999.056.350	MCC Partner-Installation	December 31, 2008
4.999.056.399	MCC CAI Developer Schulung	December 31, 2008
4.999.056.408	MCC CAI Developer Schulung	December 31, 2008
4.999.056.410	MCC Comp Basis DL R.2.2	December 31, 2008
4.999.056.411	MCC Comp Fon DL 15-Liz R.2.2	December 31, 2008
4.999.056.420	MCC Comp E-Mail&Fax DL 10-Liz. R.2.2	December 31, 2008
4.999.056.460	MCC-Administrator Schulung R.2.2	December 31, 2008



4.999.056.913	MCC-Compact	December 31, 2008
4.999.057.959	MCC-Einschub	December 31, 2008
4.999.057.966	MCC Comp Basis HW-Pkt R.2.2	December 31, 2008
4.999.057.967	MCC Comp Basis Software Pkt R.2.2	December 31, 2008
4.999.057.968	MCC Comp Fon 10-Liz R.2.2	December 31, 2008
4.999.057.969	MCC Comp Fon 20-Liz R.2.2	December 31, 2008
4.999.057.970	MCC Comp Basis Software Pkt R.2.2	December 31, 2008
4.999.057.971	MCC Comp Basis Software Pkt R.2.2	December 31, 2008
4.999.057.972	MCC Comp Basis HW-Pkt R.2.2	December 31, 2008
4.999.057.973	MCC Comp Fon 10-Liz R.2.2	December 31, 2008
4.999.057.974	MCC Comp Fon 15-Liz R.2.2	December 31, 2008
4.999.057.981	MCC Comp E-Mail&Fax 10-Liz R.2.2	December 31, 2008
4.999.058.000	MCC Server-System Sinitec	December 31, 2008
4.999.058.001	MCC Server-System Sinitec	December 31, 2008

Migration Strategy

Customers on Integral Enterprise can migrate to Customer Interaction Express (CIE). On Communication Manager Avaya will support migration to the "Mid Market Solution – powered by Contact Center Express 5.0" or the Avaya Enterprise Solutions.

If you have questions or would like more information about these products, contact your authorized Avaya Representative.

Schedule

End of Sale (EoS) – Extensions to existing systems	December 31, 2008
End of Manufacturer's Support	December 31, 2009

End of Manufacturer's Support

The End of Manufacturer's Support availability represents the final date that Avaya will provide manufacturer's support for the product per the CSAG Manufacturer Support Commitment.

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.