



Notification Date: 21-November-2008

End of Support Notification for Avaya Interaction Center (IC) and Operational Analyst (OA) Release 7.0

This letter contains important information regarding the product sales for Avaya Interaction Center (IC) and Avaya Operational Analyst (OA).

Effective **November 1, 2009**, Avaya will no longer provide Manufacturer's support for IC and OA Release 7.0. The End of Manufacturer's Support availability represents the final date that Avaya will provide manufacturer's support for the product per the Avaya Manufacturer Support Policy. Support may be extended past that period at the discretion of Avaya Services, Business Partners or other service providers.

As of that date, capacity expansion to existing R7.0 systems (such as additional agents, reporting supervisors and add-on features) can no longer be purchased.

Discontinued SAP Codes

None.

Offer Strategy

Upgrading your system will provide you with robust new features and functionality. Upgrading to the new release gives you the freedom to expand, consolidate and redeploy contact center resources in response to business needs. On June 2006, the Avaya IC and OA Release 7.1 became generally available, and the Avaya IC and OA Release 7.2 targets generally available date is May 2009.

Some key highlights of IC and OA Release 7.1 includes (but not limited to):

- Client Software Developers Kit
- HTML Web Chat
- Integrated Scheduled and Immediate Callback
- HTML Email (compose and receive)
- SNMP
- IC Web Services
- SNMP Trap Support

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Upgrade Process

Interaction Center and Operational Analyst customers with a current service maintenance contract can upgrade to the latest Interaction Center version available with no software charge.

Upgrade entitlements are for the software alone and not services related to the installation of the software. Installation services are chargeable and can be procured from Avaya or an authorized Business Partner. The software will not be installed by the Avaya Global Services Delivery as a support request or as an Avaya Field Services dispatch request.

The license must be updated by Avaya or an authorized Business Partner. License services are an additional cost not included in the upgrade entitlement.

Please feel free to contact your Avaya Client Executive or Authorized Business Partner as soon as possible to discuss your particular contact center needs.

Additional information about Avaya's extensive Contact Center solutions portfolio can be found on our website at <http://www.avaya.com>

Schedule

End of Sale – New Systems	September 30, 2005
End of Sale - Additions	November 1, 2009
End of Manufacturer's Support	November 1, 2009

Currently Supported Releases

- Interaction Center/Operational Analyst 7.1
- Interaction Center/Operational Analyst 7.0 - End of Manufacturer's support November 1, 2009
- Interaction Center/Operational analyst 6.1 (incl. 6.1.3) - End of Manufacturer's support January 1, 2009

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 at

<http://support.avaya.com/japple/css/japple?PAGE=Home>

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