



End of Sale Notice

Notification Date: 28-Jan-2010

Revision Date: 09-Apr-2012*

Effective Date: 09-Aug-2010

Subject: Product Transition from
Interactive Response to Voice Portal

Theatre/Region: All Regions

Revision History

Revision Date	Reason for change
*09-Apr-2012	Initial notice did not list the codes that were available for System Expansion after End of Sale. This notice lists the codes that are currently available for expansions through 27-Aug-2012. This also includes the EOS for the NMS boards, Sunfire v245 Memory and Oracle 11g database software as IR expansions will no longer be available.

Summary

During the last several years Avaya has made a significant effort to help customers migrate from Conversant and Interactive Response to Avaya Voice Portal: by leveraging common technologies, application tools, and the best investment protection policy in the industry. Voice Portal has also experienced enhancements such as TDM support through cost effective Audiocodes M1000 gateways to smooth the product transition. Your efforts as a sales organization in addition to overall success of the Voice Portal product has allowed us to migrate over 70% of the Interactive Response customers to Avaya Voice Portal in the past 36 months. During that time, the demand for Interactive Response has decreased significantly with close to 90% of all self service ports sold by Avaya being shipped for Voice Portal

Effective 9-August-2010, Avaya will no longer sell (make commercially available) Interactive Response 4.0 and Sun Netra T2000 platform.

This is in line with Sun's roadmap for Netra T2000 nearing the end of its life in 2010.

Customers with a valid SS+U contract are entitled to move their IR license to VP without any additional license cost.

Avaya recommends any customers with remaining IR systems to consider migration to Voice Portal over the next 3 years.



Application Migration:

The value of self service is in the applications. The migration to Voice portal offers the opportunity to look at existing applications:

- Are they still up-to-date in terms of user experience?
- Do they still match the internal processes (service completeness, efficiency)?
- Do they fit into customer's vision of his future self service?
- What additional services a service oriented platform as Voice portal can provide, that were not possible at all or with a higher effort.

From a technical standpoint Avaya Interactive Response and Avaya Voice Portal share several common technologies making the transition from IR to Voice Portal a simple process.

- Dialog Designer supports Interactive Response and Voice Portal, which allows customers or partners to design voice applications that will run on either platform with consistent results.
- Both products share common VXML browser, MRCP technology components, Licensing mechanism, and support for web services based applications (through Dialog Designer)

Customers who have built their voice applications with Dialog Designer or migrated their voice applications from TAS to VoiceXML built with Dialog Designer can easily move forward.

For TAS scripts there is an IVR2DD tool to support the conversion into Dialog Designer projects.

For the product and system transition there are different strategies:

- adjacent applications: implement new applications on Avaya Voice Portal, leaving existing TAS applications on Interactive Response, typically once a customer starts to see the benefits of the VPMS management and reporting, they typically move remaining applications to consolidate on a single platform.
- side-by-side: migrate one/some applications to Voice Portal and let them run side by side with existing system, thus minimizing the risk and giving the customer confidence in migration. Then extend the capacity step by step.

Conversant customers are recommended to migrate to Voice Portal directly.

For additional details what to consider for a migration see the Self Service Migration Best Practice document on enterprise portal:

<https://partner.avaya.com/ptlWeb/getfile?docID=MTAwMDM3Mzk1>

TDM Connectivity:

Audiocodes M1000 gateways are certified with Voice Portal to provide TDM connectivity for the single box solution. For configuration details see application report on DevConnect site:

<https://devconnect.avaya.com/public/fmlink.do?f=/public/download/dyn/ACodesM1k-VP.pdf>

Limited number of Sun v245 still available

The V245 is the most widely used platform for the Interactive Response platform and many customers have expressed interest in acquiring additional servers for additional capacity, reliability or support purposes. Avaya has a limited number of V245 platforms available for immediate customer shipment. To ensure availability please send an email to amayer@avaya.com.

This offer is valid until April 2010, or until stock is depleted; whatever is earlier.



Discontinued Order Codes and Migration Strategy

Discontinued Codes

Material Code	Description
700459878	IR 4.X SUN NETRA T2000 WITH POWER CABLES
700459886	IR 4.X SUN NETRA T2000 W/O POWER CABLES
178936	AVAYA IR US/CANADA ACC KIT
178937	AVAYA IR INTL ACC KIT
700459902	IR 4.0 UPG SFTW
217948	IR 4.X UPGRADE ACTIVATION
217941	IR 4.X PER PORT ENTITLE
217946	IR 4.X PER PORT LIC DIS RCV ENTITLE
217945	IR 4.X PER PORT LIC UPG DIS RCV
217935	IR 4.X PER PORT LIC UPG FRM IR
217936	IR 4.X PER PORT LIC UPG FRM CONV
217937	IR 4.X PER PORT LIC NEW IR PKG
217939	IR 4.X PER PORT LIC CONV UPG PKG
218420	IR 4.X 3RD PTY NLSR PORT LIC UPG
217953	IR 4.X 3RD PTY NLSR PORT LIC ENTITLE
218421	IR 4.X 3RD PTY TTS PORT LIC UPG
217955	IR 4.X 3RD PTY TTS PORT LIC ENTITLE
217956	IR 4.X PER PORT LIC UPG LAB (not in ASD)
217943	IR 4.X PER PORT LIC LAB ENTITLE (not in ASD)
217950	IR 4.X INCL NLSR PORT LIC
217951	IR 4.X INCL TTS PORT LIC

System Expansion post-End of Sale

Avaya will continue to accept system additions for the codes listed below until the revised announced End of System Addition date (27-Aug-2012).

Material Code	Description
700459894	IR 4.0 SFTW
217934	IR 4.X PER PORT LIC NEW
217937	IR 4.X PER PORT LIC NEW IR PKG
217942	IR 4.X PER PORT LIC LAB
217944	IR 4.X PER PORT LIC DIS RCV
217947	IR 4.X LICENSE ACTIVATION
217950	IR 4.X INCL NLSR PORT LIC
217951	IR 4.X INCL TTS PORT LIC
217952	IR 4.X 3RD PTY NLSR PORT LIC
217954	IR 4.X 3RD PTY TTS PORT LIC
226458	AVAYA IR ORACLE 11g LIC
226459	AVAYA IR ORACLE UPG 11g LIC
225573	IR SUN NETRA T2000 INTL WAR TRKCODE
212411	ENH WARR INTL SUNFIRE V245
217870	ENH WARR INTL IR SUN NETRA T2000



Material Code	Description
700438146	IR NMS CG6060 2X T1/E1 BOARD
700438153	IR NMS CG6060 4X T1/E1 BOARD
700438161	IR NMS CG6565 8X T1/E1 BOARD
700444912	NMS SEP / CABLE KIT - 1X
700444920	NMS SEP / CABLE KIT - 2X
700253560	IR OHM E1 RJ48 MBC ADAPTER
700446164	IR 75 OHM E1 RJ48 BNC ADAPTER
700470651	AVAYA IR ORACLE 11g DATABASE SFTW/DOC
700479140	SUNFIRE V245 2GB MEMORY UPGRADE

Migration Strategy

Customers of Interactive Response with a valid maintenance contract (SS+U, 86/87) are entitled to upgrade to Voice Portal without license costs.

Avaya now offers the following alternative solution(s).

Material Code	Description
218106	VP 5.X PER PORT LIC NEW
218115	VP 5.X PER PORT LIC NEW SPCH PKG
218157	VP 5.X PER PORT LIC UPG (w/o SS+U)
218175	VP 5.X PER PORT CONV MIG (Migration from Conversant)
218184	VP 5.X PER PORT CONV MIG SPCH PKG (Migration from Conversant)
218223	VP 5.X ASR PROXY 3PTY CONN
218422	VP 5.X ASR PROXY 3PTY CONN UPG
218225	VP 5.X TTS PROXY 3PTY CONN
218423	VP 5.X TTS PROXY 3PTY CONN UPG
226823	VP 5.X PER PORT CONN LIC CM5.X
226916	VP 5.X PT CONN LIC CM5+ VSP RTU
228762	VP 5.X PER PORT CONN LIC CM6.X
191678	VOICE PRTL REC PORT CONN LIC CM3 or CM4
193019	VOICE PRTL REC PORT CONN LIC CM2
700451172	S8800 1U SRVR VOICE PORTAL
700468739	MEDIANT 1000 1 T1/E1 SIP GW SYSTEM
700468747	MEDIANT 1000 2 T1/E1 SIP GW SYSTEM
700468754	MEDIANT 1000 3 T1/E1 SIP GW SYSTEM
700468762	MEDIANT 1000 4 T1/E1 SIP GW SYSTEM
700460017	VP 5.X SFTW ONLY MEDIA
700460025	VP 5.X HDWR BNDL MEDIA



Schedule

End of Sale	07-Aug-2010
End of System Additions	27-Aug-2012
End of Manufacturer's Support (Interactive Response) ¹	03-Feb-2014
End of Manufacturer's Support (Sun Sunfire v245) ¹	02-May-2013 *
End of Manufacturer's Support (Sun Sunfire V245 Memory) ¹	02-May-2013 **
End of Manufacturer's Support (Sun Netra T2000) ¹	07-Aug-2013
End of Manufacturer's Support (NMS Gateways) ¹	07-Aug-2013 ***

¹ Per Avaya Product Lifecycle Policy

² 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.

(*) already announced in August 2009.

(**) Aligns with Sun V245 End of Support

(***) Aligns with Sun Server (T2000) End of Support

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.

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