End of Sales/Support Notification for Avaya Interaction Center (IC) and Operational Analyst (OA) Release 7.1

Revision History		
Date	Revision #	Summary of Changes
October 9th 2009	Original bulletin	Announcing the EoS and EoMS for AIC 7.1.x
May 4th 2011	1.0	Revised EoMS date for AIC 7.1 from May 2011 to January 2012
October 21st 2011	2.0	Revised EoMS date for AIC 7.1 from January 2012 to May 2012

This notification contains important revised information regarding the product sales and support for Avaya Interaction Center (IC) and Avaya Operational Analyst (OA). The initial notification dated October 30th 2009, had an "Effective Date" of November 1st, 2010 and the purpose of this document is to inform the field and business partners of the new revised EoMS date for IC/OA 7.1 that now aligns with the general availability of IC/OA 7.3.

Effective **May 1st, 2012**, Avaya will no longer provide Manufacturer's support for IC and OA Release 7.1. 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. For extended support there will be premium charge.

As of that date, capacity expansion to existing R7.1 systems (such as additional agents, reporting supervisors and add-on features) can no longer be purchased.

Discontinued SAP Codes

SAP CODE	DESCRIPTION
202453	OA 7.1 MEDIA BNDL 1
202454	OA 7.1 MEDIA BNDL 2
202455	OA 7.1 MEDIA BNDL 3
202456	OA 7.1 MEDIA BNDL 4
202450	IC 7.1 APPL MEDIA BNDL 1
202451	IC 7.1 AVAYA AGT SFTW CD
202452	IC 7.1 APPL MEDIA BNDL 2
203090	IC7.1 SIP SERVICES SFTW

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.

In May 2009, the Avaya IC and OA Release 7.2 became generally available. Avaya Interaction Center and Operational Analyst 7.2 improves the Interaction Center and Operational Analyst 7.1 by helping improving total cost of ownership, increasing redundancy and scalability; and enhancing client functionality.

The next release Avaya IC and OA Release 7.3 is scheduled for global general availability March 2012. The focus of this release is to provide minor platform enhancements while allowing customers to stay on a supported release until they are ready to migrate to the Avaya Aura® Contact Center. In order to facilitate the migration to Avaya Aura® Contact Center there will be a combination of financial incentives for existing Avaya IC and OA customers and data migration tools that will help to protect investments already made in Avaya IC and OA.

The migration tools from IC to AACC will support the following:

- Agent Migration: To simplify agent migration and setup in Avaya Aura® Contact Center, the Avaya Contact Center Control Manager (ACCCM) will be leveraged to move IC users to AACC. If not using ACCCM, then it will possible to use the AACC Configuration Spreadsheet tool to import the IC configuration
- Data Migration: existing IC customer data will be kept in-situ within the IC Customer Repository Database and referenced by Avaya Aura® Contact Center using web services as required

Migration to the Avaya Aura® Contact Center will be the next logical progression in the lifecycle.

Recommendation for Avaya IC an OA 7.1.x customers

Avaya recommends that existing Avaya IC and OA 7.1.x customers start to plan their upgrade to a supported Avaya IC and OA release (7.3) or migration to the Avaya Aura® Contact Center prior to the published End of Manufacturer Support in this document

Avaya Interaction Center and Operation Analyst Lifecycle Summary

Lifecycle Summary		
Release	Current	Manufacture Discontinued
7.1.x	May 2006	May 2012
7.2.x	May 2009	Jan 2014*
7.3.x	May 2012 (scheduled)	Mar 2016*

*Note: These dates are scheduled and maybe subject to change

Upgrade Process

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

For IC/OA 7.1 customers who are ready to migrate to the Avaya Aura® Contact Center are eligible for additional financial incentives and migration support and tools will be available to help preserve system and software investments. These AIC customers with SS+U will be able to migrate their existing AIC licenses (*like for like*) to the Avaya Aura® Contact Center at no cost. Customers without SS+U, upgrade pricing will apply for moving to the Avaya Aura® Contact Center

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

For more information, contact your Avaya Client Executive or Authorized Business Partner as soon as possible to discuss your particular needs.

Schedule Avaya Interaction Center and Operational Analyst 7.1

End of Sale – New Systems	May 4th , 2009
End of Sale - Additions	May 1st 2012
End of Manufacturer's Support	May 1st 2012

Minimum Period of Support Availability

The End of Manufacturer's Support availability represents the final date that Avaya will provide manufacturer's support for the product per the Manufacturer Support Policy. Support may be extended past that period at the discretion of Avaya Services, Business Partners or other service providers. For additional information concerning long term support please contact your Service Provider

Avaya Manufacturer Support Policy:
http://support.avaya.com/Support_Policy

Currently Supported Releases

- Interaction Center/Operational Analyst 7.2
    - o Latest Service Pack 7.2.3 available since December 2010
- Interaction Center/Operational Analyst 7.1 – End of Sale (New Systems)

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

Avaya Manufacturer Support Policy:
http://support.avaya.com/Support_Policy

Additional Information

For additional contact your Avaya account prime, Business Partner, or Avaya product management.

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Avaya website:
http://www.avaya.com

Avaya End-of-Sale Notices:
http://support.avaya.com