



# End of Sale Notice

**Notification Date:** June 15, 2011

**Revision Date:** May 16, 2012\*

**Effective Date:** February 7, 2011

**Subject:** End of Sale – Contact Center Express (CCE) R4.x

**Theatre/Region:** All

## Revision History

| Revision Date | Reason for change  |
|---------------|--|
| *16-May-2012  | Exception Order Process outlined                             |
| 5-March-2012  | Extension of last date for system expansions to June 4, 2012 |

## Summary

On January 19, 2010 Avaya announced its intent to eventually transition CCE to Avaya Aura Contact Center (AACC).

Even though Contact Center Express (CCE) is no longer available for new system sales as of November 7, 2011, existing systems continue to be supported and expansions can be offered. Many CCE customers can remain on their existing system for the interim while continuing to evolve and explore other customer experience management offerings from Avaya. For customers who wish to immediately evolve to a next generation solution based upon specific business requirements, Avaya Aura Contact Center can be considered and Avaya offers like-for-like licenses for customer with Software Support + Upgrade (SS+U). Keep in mind that the solutions are not identical and that some differences can be expected. Please work with your Avaya representative or business partner to determine the right path for your specific situation.

Avaya Product Management, upon request, are reviewing and approving exception orders for CCE R4 and CCE R5 additions and for CCE R4 to CCE R5 upgrades for current CCE customers. Please have account teams contact Daniel Burgin ([dburgin@avaya.com](mailto:dburgin@avaya.com)) to work thru the details of a possible exception CCE order.

AACC, introduced in July 2010, is our flagship multimedia product for assisted experience management. The AACC 6.1 release, available since November 2010, delivered the first instance of integration with other important components of the Avaya Aura Contact Center Suite, most notably Avaya Aura Call Center Elite and Avaya Voice Portal. AACC replaces CCE as the leading multimedia companion to Avaya Aura Call Center Elite for midsize Contact Center solutions.

With the availability of AACC starting in July 2010 plans were also implemented to cease CCE 4.x new system sales effective February 7, 2011. This notice is intended to restate and clarify key dates associated with the effective complete End of Service Support for CCE 4.x.

Effective **February 7, 2011**, Avaya no longer sells new Center Express (CCE) R4.x systems. In August 2010, Avaya introduced a major release CCE 5.0, which is now available to existing customers. Upgrades to CCE R5 will be available until November 7, 2011.



## Discontinued Order Codes and Migration Strategy

### Discontinued Codes for new systems (February 7, 2011)

|            | Material Code | Description                         |
|------------|---------------|-------------------------------------|
| User       | 226444        | CCE R4 MULTI MEDIA AGT LIC          |
|            | 226446        | CCE R4 USER/VCE AGT LIC             |
|            |               |                                     |
|            | 226464        | CCE R4 ED MIDMARKET ENHANCED BUNDLE |
|            | 226465        | CCE R4 ED MIDMARKET PREMIUM BUNDLE  |
| Bundles    | 226467        | CCE R4 ED USER/VCE AGT /E           |
|            | 226468        | CCE R4 ED MULTIMEDIA AGT /E         |
|            | 226466        | CCE R4 ED CC R5 ELITE PER AGT /E    |
|            | 230781        | CCE R4 ED CC R5 ELITE/AGT PLDS /E   |
| Connectors | 226462        | CCE R4 MICROSOFT-CRM CONN           |

### Discontinued Codes for upgrades to CCE 4 (February 7, 2011)

| Material Code | Description                        |
|---------------|------------------------------------|
| 226460        | CCE R4 UPG USER/VCE AGT LIC        |
| 226461        | CCE R4 UPG USER/VCE AGT ENTITLE    |
| 226448        | CCE R4 UPG MULTI MEDIA AGT LIC     |
| 226449        | CCE R4 UPG MULTI MEDIA AGT ENTITLE |
| 226470        | CCE R4 MICROSOFT-CRM CONN ENTITLE  |
| 226575        | CCE R4 MICROSOFT-CRM CONN ENTLMNT  |
| 226471        | CCE R4 UPG IVR PT CONN             |
| 226469        | CCE R4 UPG IVR PORT CONN ENTITLE   |

### System Expansion post-End of Sale

New system sales will end on the date indicated, however, for some products, the capacity of installed systems may be increased based on the continued availability of order codes for any System Expansions.

For CCE 4.x System Expansions/Extensions will be available until June 4, 2012. Until that date it will still be possible to add Voice and Multimedia Agent licenses, Call Recording and CRM connections as well as migration of Voice Agents to Multimedia.

The codes are specified here and will be discontinued as indicated effective June 4, 2012.

### Discontinued Codes for Extensions of CCE 4 (June 4, 2012)

|            | Material Code | Description                    |
|------------|---------------|--------------------------------|
| User       | 226444        | CCE R4 MULTI MEDIA AGT LIC     |
|            | 226446        | CCE R4 USER/VCE AGT LIC        |
| Connectors | 226462        | CCE R4 MICROSOFT-CRM CONN      |
|            | 229571        | CCE R4 CALL RECORDING PORT LIC |
| Migration  | 226463        | CCE R4 VCE TO MULTI MED MIG    |



## Migration Strategy

Avaya now offers the following alternative solution(s)

Avaya launched AACC as the replacement Contact Center solution for deployments with fewer than 400 agents. AACC represents the next generation of contact center software from Avaya and will be the premium platform going forward. The solution provides a rich multimedia contact center experience with market leading features including integrated reporting, unified administration, intelligent work assignment and social media integration on its SIP-based architecture. AACC can be deployed in a variety of environments and can scale larger than the CCE solution encompassing several thousand agents on a small footprint. Avaya sales channels are encouraged to offer AACC as an alternative to CCE for new greenfield accounts as well as heritage customers. Existing CCE customers with valid SS+U contracts will be able to migrate their "like for like" software licenses to AACC as part of their SS+U upgrade entitlement starting immediately.

When the time is right, CCE customers will be able to migrate to AACC. Software licenses purchased for CCE will be carried forward on a like for like basis to AACC, provided the customer has purchased Software Support plus Upgrades (SS+U). When CCE R4 or CCE R5 exists with SSU then migrations to AACC are allowed free of charge (software only) Where the CCE only has Voice Agents they are migrated but new multimedia must be purchased on the AACC. Where the CCE has Multimedia Agents then they are migrated to both Voice and Multimedia on AACC. Optional features that are not on CCE today, for example Predictive Dialing, will incur an additional charge if a customer wants to add that capability to the AACC just as they would incur a charge today.

For customers with maintenance contracts with upgrade options, the same rule applies, however, maintenance contracts will have to be moved to an SS+U contract when a customer migrates to AACC.

If customers have not purchased SS+U coverage, the then current pricing policy will apply.

## Schedule

|  |                  |
|--|------------------|
| End of Sale Date (last day to order new systems)       | February 7, 2011 |
| End of Sale Date (last day to order upgrades to CCE 4) | February 7, 2011 |
| End of Manufacturer Support for SOFTWARE *             | February 6, 2012 |
| End of Manufacturer Support for HARDWARE *             | n/a              |
| Last day to purchase system expansions                 | June 4, 2012     |
| Last day to purchase a new Avaya services contract *   | February 6, 2012 |
| Targeted End of Services Support**                     | February 6, 2017 |

\* Per Avaya Product Lifecycle Policy

\*\*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.

Please note: End of Manufacturer's Support for CCE 3.x and prior releases has already been announced in 2008 for May 1, 2010. (Ref. <https://support.avaya.com/css/P8/documents/100040782> )



## Service and Warranty

Avaya will release future Service Packs per the following scheduled dates (preliminary, subject to change):

- **June 2011 (CCE 4.1.5)**
- **Depending on customer issues a further Service Pack (CCE 4.1.6) may be scheduled for October 2011**

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.

Renewals of existing Avaya service contracts covering this product will be allowed until further notice.

## 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