Avaya

End of Support Notice

Notification Date	**February 27, 2012**
Revision Date	12-JAN-2014*
Effective Date	12-JAN-2014
Subject	"End of Support" – Avaya Interaction Center / Operational Analyst 7.2.x
Theatre/Region	All Worldwide

Revision History

Revision Date	Reason for change
*12-JAN-2014	End of Support for AIC/OA 7.2.x will be 31st JULY 2014.

Summary

This notification contains important information regarding the product sales and support for Avaya Interaction Center (IC) and Avaya Operational Analyst (OA). The purpose of this document is to inform the field and business partners of the End of Support for Avaya Interaction Center/Operational Analyst 7.2.x.

Given our plans where we launched Avaya Interaction Center/Operational Analyst 7.3 on March 30, 2012 and plan to launch AIC R7.3.2 FP during JUL 2014, order codes for Avaya Interaction Center/Operational Analyst 7.2.x has been End of Sale effective April 2, 2012.

Effective **April 2, 2012** Avaya has no longer offered new license sales or upgrade licenses from earlier releases to Avaya Interaction Center/Operational Analyst 7.2.x. Customers wishing to purchase new Avaya Interaction Center/Operational Analyst systems beyond April 2, 2012 have been encouraged to proceed with the new Avaya Interaction Center/Operational Analyst 7.3 which has been general availability end of March 2012.

Discontinued Codes for new Avaya Interaction Center/Operational Analyst 7.2.x

Material Code	Description
227491	IC 7.2 APPL MEDIA BNDL 1
227492	IC 7.2 APPL MEDIA BNDL 2
227493	IC 7.2 AVAYA AGT SFTW CD
227494	OA 7.2 MEDIA BNDL 1
227495	OA 7.2 MEDIA BNDL 2
227496	OA 7.2 MEDIA BNDL 3

Note: these codes will no longer support new Avaya Solution Designer (ASD) designs for Avaya Interaction Center/Operational Analyst 7.2.x. These codes will still be available for system expansions post the end of sale.

System Expansion post-End of Sale
New system sales ended on the date indicated, however, the capacity of installed systems have continued based on the continued availability of order codes for any System Expansions. All order SAP codes available for Avaya Interaction Center/Operational Analyst 7.2.x have been discontinued even for expansions.

Migration 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.

Avaya recommends that all Avaya Interaction Center/Operational Analyst 7.2 customers upgrade to the latest Service Pack 7.2.6 or R7.2.7 (*when available*) or AIC R7.3.x. Service Pack does not include a redelivery of the entire product and it can be installed on any of the previous 7.2 Service Packs.

The next major release of Avaya Interaction Center/Operational Analyst is planned for global general availability during CY2015. The focus of this release is to provide platform enhancements, integrations and improving overall quality.

Please contact the Avaya Interaction Center/Operational Analyst Product Manager for further information or details.

Upgrade Process
Interaction Center and Operational Analyst customers with a current service maintenance contract (SS+U) can upgrade to the latest Avaya Interaction Center/Operational Analyst 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 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

End of Sale Date *(last day to order new systems)*	April 2, 2012
End of Manufacturer Support for SOFTWARE *	JULY 31, 2014
End of Manufacturer Support for HARDWARE *	Not Applicable
Last day to purchase system expansions	January 1, 2014
Last day to purchase a new Avaya services contract *	Not Applicable
Targeted End of Services Support**	March 31, 2018

* 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.

Currently Supported Releases
- Interaction Center/Operational Analyst 7.3
  - General Availability March 2012
  - Latest service pack 7.3.1 available since October 2013
- Interaction Center/Operational Analyst 7.2
  - Latest Service Pack 7.2.6 available since May 2013

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.

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