



End of Sale & Support Notice

Notification Date: 12th June 2020

Revision Date: 10-Aug-2023

Effective Date: 31st August 2020

Subject: End of Sale for Avaya IX Workforce Engagement Select (AIXWES) formerly known as AWFOS & Harmony

Revision History

Revision Date	Reason for change
12 th June 2020	Initial publication of the End of Sale notice
29 th June 2020	Corrected language and formatting issues.

Summary

Effective **31st August 2020** Avaya will **no longer offer NEW sales** of **Avaya IX Workforce Engagement Select (AIXWES)** formerly known as AWFOS & Harmony.

- **Avaya IX Workforce Engagement v15.2 should be positioned for all NEW customer opportunities.**
- For **customers wishing** to upgrade Avaya IX Workforce Engagement Select v5.3 is available.

What will be available after 31st August 2020: Sale of add on licenses to existing Avaya IX Workforce Engagement Select (AIXWES) formerly known as AWFOS & Harmony up to.

AIXWES/AWFOS & Harmony 5.x	31-Dec-2022
Harmony 4.x (with Survey/Speech)	31-Dec-2021
Harmony 4.x (without Survey/Speech)	30-Jun-2021

Discontinued Order Codes and Migration Strategy

The following Material Codes will be discontinued for Net New customers on August 31, 2020.

For existing customers wishing to expand their solutions can continue to order up to the following dates:

AIXWES/AWFOS & Harmony 5.x	31-Dec-2022
Harmony 4.x (with Survey/Speech)	31-Dec-2021
Harmony 4.x (without Survey/Speech)	30-Jun-2021

This is applicable for all AIXWES/AWFOS & Harmony 5.x & Harmony up to 4.x offers –



Perpetual, Subscription, xCAAS, Oceana and others as applicable.

AIXWES/AWFOS Integration with AACC, CC ELITE and CM	
Order Code	Description
386093	AVAYA WFO SELECT RECORDER EDITION R5 LIC:CU
386094	AVAYA WFO SELECT STANDARD EDITION R5 LIC:CU
386095	AVAYA WFO SELECT QUALITY AND PERFORMANCE MGMT EDITION R5 LIC:CU
386096	AVAYA WFO SELECT RECORDER EDITION REDUNDANCY R5 LIC:CU
386097	AVAYA WFO SELECT STANDARD EDITION REDUNDANCY R5 LIC:CU
386098	AVAYA WFO SELECT QUALITY/PERFORM MGMT ED REDUNDANCY R5 LIC:CU
386099	AVAYA WFO SELECT DESKTOP TRIGGER R5 LIC:CU
386200	AVAYA WFO SELECT SILENT MONITORING MODULE R5 LIC:CU
386201	AVAYA WFO SELECT DESKTOP SCREEN CAPTURE MODULE R5 LIC:CU
386202	AVAYA WFO SELECT SILENT MONITORING MODULE REDUNDANCY R5 LIC:CU
386203	AVAYA WFO SELECT DESKTOP SCREEN CAPTURE MOD REDUNDANCY R5 LIC:CU
386204	AVAYA WFO SELECT QUALITY AS A SERVICE MODULE R5 LIC:NU
386205	AVAYA WFO SELECT AACC CONNECTOR
386238	AVAYA WFO SELECT ACCS CONNECTOR
386206	AVAYA WFO SELECT RECORDER EDITION UPGRADE R5 LIC:CU
386207	AVAYA WFO SELECT STANDARD EDITION UPGRADE R5 LIC:CU
386208	AVAYA WFO SELECT QUALITY/PERFORM MGMT EDITION UPGRADE R5 LIC:CU
386209	AVAYA WFO SELECT DESKTOP TRIGGER UPGRADE R5 LIC:CU
386210	AVAYA WFO SELECT SILENT MONITORING MODULE UPGRADE R5 LIC:CU
386211	AVAYA WFO SELECT DESKTOP SCREEN CAPTURE MODULE UPGRADE R5 LIC:CU
386212	AVAYA WFO SELECT QUALITY AS A SERVICE MODULE UPGRADE R5 LIC:NU
386213	AVAYA WFO SELECT RECORDER EDITION UPGRADE ENTITLEMENT R5 LIC:CU
386214	AVAYA WFO SELECT STANDARD EDITION UPGRADE ENTITLEMENT R5 LIC:CU
386215	AVAYA WFO SELECT QUALITY/PERFORM MGMT ED UPG ENTITLE R5 LIC:CU
386216	AVAYA WFO SELECT DESKTOP TRIGGER UPGRADE ENTITLEMENT R5 LIC:CU
386217	AVAYA WFO SELECT SILENT MONITORING MODULE UPG ENTITLE R5 LIC:CU
386218	AVAYA WFO SELECT DESKTOP SCREEN CAPTURE MOD UPG ENTITLE R5 LIC:CU
386219	AVAYA WFO SELECT QUALITY AS A SERVICE MOD UPGR ENTITLE R5 LIC:NU
386220	AVAYA WFO SELECT RECORDER ED TO STANDARD ED UPBUY R5 LIC:CU
386221	AVAYA WFO SELECT RECORDER ED TO QUAL/PERF MGMT ED UPBUY R5 LIC:CU
386222	AVAYA WFO SELECT STANDARD ED TO QUAL/PERF MGMT ED UPBUY R5 LIC:CU
386679	AVAYA WFO SELECT R5 RECORDER EDITION REDUNDANCY UPGRADE LIC:CU
386950	AVAYA WFO SELECT R5 RECORDER EDITION REDUNDANCY ENTITLE LIC:CU
386951	AVAYA WFO SELECT R5 STANDARD EDITION REDUNDANCY UPGRADE LIC:CU
386952	AVAYA WFO SELECT R5 STANDARD EDITION REDUNDANCY ENTITLE LIC:CU



AIXWES/AWFOS Integration with AACC, CC ELITE and CM	
Order Code	Description
386953	AVAYA WFO SELECT R5 QUALITY/PERFORMANCE MGMT ED REDUN UPG LIC:CU
386954	AVAYA WFO SELECT R5 QUALITY/PERFORMANCE MGMT ED REDUN ENTITLE LIC:CU
386955	AVAYA WFO SELECT R5 SILENT MONITORING MOD REDUNDANCY UPG LIC:CU
386956	AVAYA WFO SELECT R5 SILENT MONITORING MOD REDUN ENTITLE LIC:CU
386957	AVAYA WFO SELECT R5 DSKTP SCREEN CAPTURE MOD REDUN UPG LIC:CU
386958	AVAYA WFO SELECT R5 DSKTP SCREEN CAPTURE MOD REDUN ENTITLE LIC:CU
387054	AVAYA WFO SELECT RECORDER EDITION R5 60 DAY TRIAL LIC:CU
387057	AVAYA WFO SELECT STANDARD EDITION R5 60 DAY TRIAL LIC:CU
387058	AVAYA WFO SELECT QUAL PERFORM MGMT EDITION R5 60 DAY TRIAL LIC:CU
387059	AVAYA WFO SELECT DESKTOP TRIGGER R5 60 DAY TRIAL LIC:CU
387470	AVAYA WFO SELECT SILENT MONITORING MODULE R5 60 DAY TRIAL LIC:CU
387471	AVAYA WFO SELECT DESKTOP SCRIN CAPT MODULE R5 60 DAY TRIAL LIC:CU
387472	AVAYA WFO SELECT QUALITY AS A SERVICE MODULE R5 LIC:NU
397351	AVAYA WFO SELECT R5 RECORDER EDITION CONCURRENT CHANNEL LIC:CU
397352	AVAYA WFO SELECT R5 STANDARD EDITION CONCURRENT CHANNEL LIC:CU
397353	AVAYA WFO SELECT R5 RECORDER EDITION REDUNDANCY CONC CHAN LIC:CU
397354	AVAYA WFO SELECT R5 STANDARD EDITION REDUNDANCY CONC CHAN LIC:CU
397359	AVAYA WFO SELECT R5 RECORDER EDITION CONCURRENT UPGRADE LIC:CU
397910	AVAYA WFO SELECT R5 RECORDER EDITION CONCURRENT ENTL LIC:CU
397911	AVAYA WFO SELECT R5 STANDARD EDITION CONCURRENT UPGRADE LIC:CU
397912	AVAYA WFO SELECT R5 STANDARD EDITION CONCURRENT ENTL LIC:CU
397913	AVAYA WFO SELECT R5 RECORDER EDITION CONCURRENT REDUN UPG LIC:CU
397914	AVAYA WFO SELECT R5 RECORDER EDITION CONCURRENT REDUN ENTL LIC:CU
397915	AVAYA WFO SELECT R5 STANDARD EDITION CONCURRENT REDUN UPG LIC:CU
397916	AVAYA WFO SELECT R5 STANDARD EDITION CONCURRENT REDUN ENTL LIC:CU
398249	AVAYA WFO SELECT R5 RECORDER ED UPBUY TO CHANNEL LIC:CU
398250	AVAYA WFO SELECT R5 STANDARD ED UPBUY TO CHANNEL LIC:CU
398251	AVAYA WFO SELECT R5 RECORDER ED REDUN UPBUY TO CHANNEL LIC:CU
398252	AVAYA WFO SELECT R5 STANDARD ED REDUN UPBUY TO CHANNEL LIC:CU
398634	AVAYA WFO SELECT R5 RECORDER CNCRNT CHANNEL 60 DAY TRIAL LIC:CU
398635	AVAYA WFO SELECT R5 STANDARD CNCRNT CHANNEL 60 DAY TRIAL LIC:CU
401121	AVAYA WFO SELECT R5 SPEECH ANALYTICS MODULE LIC:CU
401127	AVAYA WFO SELECT R5 SPEECH ANALYTICS MODULE UPGRADE LIC:CU
401128	AVAYA WFO SELECT R5 SPEECH ANALYTICS MODULE UPG ENTITLE LIC:CU
401379	AVAYA WFO SELECT R5 SPEECH ANALYTICS MODULE 60 DAY TRIAL LIC:CU
385087	AVAYA WFO SELECT RECORDER EDITION R5 CU PRD USG /H
385088	AVAYA WFO SELECT RECORDER EDITION REDUNDANCY R5 CU PRD USG /H



AIXWES/AWFOS Integration with AACC, CC ELITE and CM	
Order Code	Description
385089	AVAYA WFO SELECT STANDARD EDITION R5 CU PRD USG /H
385090	AVAYA WFO SELECT RECORDER ED TO STANDARD ED UPBUY R5 CU PRD USG /H
385091	AVAYA WFO SELECT STANDARD EDITION REDUNDANCY R5 CU PRD USG /H
385092	AVAYA WFO SELECT QUALITY AND PERFORMANCE MGMT EDITION R5 CU PRD USG /H
385093	AVAYA WFO SELECT RECORDER ED TO QUAL/PERF MGMT ED UPBUY R5 CU PRD USG /H
385094	AVAYA WFO SELECT STANDARD ED TO QUAL/PERF MGMT ED UPBUY R5 CU PRD USG /H
385095	AVAYA WFO SELECT QUALITY/PERFORM MGMT ED REDUNDANCY R5 CU PRD USG /H
385096	AVAYA WFO SELECT DESKTOP TRIGGER R5 CU PRD USG /H
385097	AVAYA WFO SELECT SILENT MONITORING MODULE R5 CU PRD USG /H
385098	AVAYA WFO SELECT SILENT MONITORING MODULE REDUNDANCY R5 CU PRD USG /H
385099	AVAYA WFO SELECT DESKTOP SCREEN CAPTURE MODULE R5 CU PRD USG /H
385100	AVAYA WFO SELECT DESKTOP SCREEN CAPTURE MOD REDUNDANCY R5 CU PRD USG /H
385101	AVAYA WFO SELECT QUALITY AS A SERVICE MODULE R5 NU PRD USG /H
393789	AVAYA WFO SELECT R5 RECORDER EDITION SUB LIC:CU
393790	AVAYA WFO SELECT R5 STANDARD EDITION SUB LIC:CU
393791	AVAYA WFO SELECT R5 QUALITY PERFORM MGMT EDITION SUB LIC:CU
393792	AVAYA WFO SELECT R5 RECORDER EDITION REDUNDANCY SUB LIC:CU
393793	AVAYA WFO SELECT R5 STANDARD EDITION REDUNDANCY SUB LIC:CU
393794	AVAYA WFO SELECT R5 QUALITY/PERFORM MGMT ED REDUNDANCY SUB LIC:CU
393795	AVAYA WFO SELECT R5 DESKTOP TRIGGER SUB LIC:CU
393796	AVAYA WFO SELECT R5 SILENT MONITORING MODULE SUB LIC:CU
393797	AVAYA WFO SELECT R5 DESKTOP SCREEN CAPTURE MODULE SUB LIC:CU
393798	AVAYA WFO SELECT R5 SILENT MONITORING MODULE REDUN SUB LIC:CU
393799	AVAYA WFO SELECT R5 DSKTP SCRNCAPT MOD REDUNDANCY SUB LIC:CU
393800	AVAYA WFO SELECT R5 QUALITY AS A SERVICE MODULE SUB LIC:NU
402142	AVAYA WFO SELECT R5 SPEECH ANALYTICS MODULE CU PRD USG /H
402143	AVAYA WFO SELECT R5 SPEECH ANALYTICS MODULE REDUNDANCY CU PRD USG /H
391514	AVAYA WFO SELECT CALL CENTER ELITE CONNECTOR
394222	AVAYA WFO SELECT OUTBOUND DIALER CONNECTOR FOR PROACTIVE CONTACT
394223	AVAYA WFO SELECT OUTBOUND DIALER CONN FOR PROACTIVE OUTREACH MGR
397925	AVAYA WFO SELECT/HARMONY SESSION BORDER CONTROLLER CONNECTOR
384331	AWFOS R5 RECORDER CONCURRENT CHANNEL SUBS 1 YR AN PREPD
384332	AWFOS R5 RECORDER CONCURRENT CHANNEL SUBS 1 YR MTHLY
384333	AWFOS R5 RECORDER CONCURRENT CHANNEL SUBS 2 YR AN PREPD
384334	AWFOS R5 RECORDER CONCURRENT CHANNEL SUBS 2 YR MTHLY
384335	AWFOS R5 RECORDER CONCURRENT CHANNEL SUBS 3 YR AN PREPD
384336	AWFOS R5 RECORDER CONCURRENT CHANNEL SUBS 3 YR MTHLY



AIXWES/AWFOS Integration with AACC, CC ELITE and CM	
Order Code	Description
384337	AWFOS R5 RECORDER CONCURRENT CHANNEL SUBS 4 YR AN PREPD
384338	AWFOS R5 RECORDER CONCURRENT CHANNEL SUBS 4 YR MTHLY
384339	AWFOS R5 RECORDER CONCURRENT CHANNEL SUBS 5 YR AN PREPD
384340	AWFOS R5 RECORDER CONCURRENT CHANNEL SUBS 5 YR MTHLY
384341	AWFOS R5 STANDARD CONCURRENT CHANNEL SUBS 1 YR AN PREPD
384342	AWFOS R5 STANDARD CONCURRENT CHANNEL SUBS 1 YR MTHLY
384343	AWFOS R5 STANDARD CONCURRENT CHANNEL SUBS 2 YR AN PREPD
384344	AWFOS R5 STANDARD CONCURRENT CHANNEL SUBS 2 YR MTHLY
384345	AWFOS R5 STANDARD CONCURRENT CHANNEL SUBS 3 YR AN PREPD
384346	AWFOS R5 STANDARD CONCURRENT CHANNEL SUBS 3 YR MTHLY
384347	AWFOS R5 STANDARD CONCURRENT CHANNEL SUBS 4 YR AN PREPD
384348	AWFOS R5 STANDARD CONCURRENT CHANNEL SUBS 4 YR MTHLY
384349	AWFOS R5 STANDARD CONCURRENT CHANNEL SUBS 5 YR AN PREPD
384350	AWFOS R5 STANDARD CONCURRENT CHANNEL SUBS 5 YR MTHLY
384351	AWFOS R5 RECORDER REDUN CONCURRENT CHANNEL SUBS 1 YR AN PREPD
384352	AWFOS R5 RECORDER REDUN CONCURRENT CHANNEL SUBS 1 YR MTHLY
384353	AWFOS R5 RECORDER REDUN CONCURRENT CHANNEL SUBS 2 YR AN PREPD
384354	AWFOS R5 RECORDER REDUN CONCURRENT CHANNEL SUBS 2 YR MTHLY
384355	AWFOS R5 RECORDER REDUN CONCURRENT CHANNEL SUBS 3 YR AN PREPD
384356	AWFOS R5 RECORDER REDUN CONCURRENT CHANNEL SUBS 3 YR MTHLY
384357	AWFOS R5 RECORDER REDUN CONCURRENT CHANNEL SUBS 4 YR AN PREPD
384358	AWFOS R5 RECORDER REDUN CONCURRENT CHANNEL SUBS 4 YR MTHLY
384359	AWFOS R5 RECORDER REDUN CONCURRENT CHANNEL SUBS 5 YR AN PREPD
384360	AWFOS R5 RECORDER REDUN CONCURRENT CHANNEL SUBS 5 YR MTHLY
384361	AWFOS R5 STANDARD REDUN CONCURRENT CHANNEL SUBS 1 YR AN PREPD
384362	AWFOS R5 STANDARD REDUN CONCURRENT CHANNEL SUBS 1 YR MTHLY
384363	AWFOS R5 STANDARD REDUN CONCURRENT CHANNEL SUBS 2 YR AN PREPD
384364	AWFOS R5 STANDARD REDUN CONCURRENT CHANNEL SUBS 2 YR MTHLY
384365	AWFOS R5 STANDARD REDUN CONCURRENT CHANNEL SUBS 3 YR AN PREPD
384366	AWFOS R5 STANDARD REDUN CONCURRENT CHANNEL SUBS 3 YR MTHLY
384367	AWFOS R5 STANDARD REDUN CONCURRENT CHANNEL SUBS 4 YR AN PREPD
384368	AWFOS R5 STANDARD REDUN CONCURRENT CHANNEL SUBS 4 YR MTHLY
384369	AWFOS R5 STANDARD REDUN CONCURRENT CHANNEL SUBS 5 YR AN PREPD
384370	AWFOS R5 STANDARD REDUN CONCURRENT CHANNEL SUBS 5 YR MTHLY
385022	AWFOS R5 RECORDER CONCURRENT CHANNEL SUB LIC:CU
385023	AWFOS R5 STANDARD CONCURRENT CHANNEL SUB LIC:CU
385024	AWFOS R5 RECORDER REDUNDANCY CONCURRENT CHANNEL SUB LIC:CU



AIXWES/AWFOS Integration with AACC, CC ELITE and CM	
Order Code	Description
385025	AWFOS R5 STANDARD REDUNDANCY CONCURRENT CHANNEL SUB LIC:CU
393337	AVAYA WFO SELECT RECORDER EDITION R5 TERM SUBS 1YR AN PREPD
393338	AVAYA WFO SELECT RECORDER EDITION R5 TERM SUBS 1YR MTHLY
393339	AVAYA WFO SELECT RECORDER EDITION R5 TERM SUBS 2YR AN PREPD
393820	AVAYA WFO SELECT RECORDER EDITION R5 TERM SUBS 2YR MTHLY
393821	AVAYA WFO SELECT RECORDER EDITION R5 TERM SUBS 3YR AN PREPD
393822	AVAYA WFO SELECT RECORDER EDITION R5 TERM SUBS 3YR MTHLY
393823	AVAYA WFO SELECT RECORDER EDITION R5 TERM SUBS 4YR AN PREPD
393824	AVAYA WFO SELECT RECORDER EDITION R5 TERM SUBS 4YR MTHLY
393825	AVAYA WFO SELECT RECORDER EDITION R5 TERM SUBS 5YR AN PREPD
393826	AVAYA WFO SELECT RECORDER EDITION R5 TERM SUBS 5YR MTHLY
393827	AVAYA WFO SELECT STANDARD EDITION R5 TERM SUBS 1YR AN PREPD
393828	AVAYA WFO SELECT STANDARD EDITION R5 TERM SUBS 1YR MTHLY
393829	AVAYA WFO SELECT STANDARD EDITION R5 TERM SUBS 2YR AN PREPD
393830	AVAYA WFO SELECT STANDARD EDITION R5 TERM SUBS 2YR MTHLY
393831	AVAYA WFO SELECT STANDARD EDITION R5 TERM SUBS 3YR AN PREPD
393832	AVAYA WFO SELECT STANDARD EDITION R5 TERM SUBS 3YR MTHLY
393833	AVAYA WFO SELECT STANDARD EDITION R5 TERM SUBS 4YR AN PREPD
393834	AVAYA WFO SELECT STANDARD EDITION R5 TERM SUBS 4YR MTHLY
393835	AVAYA WFO SELECT STANDARD EDITION R5 TERM SUBS 5YR AN PREPD
393836	AVAYA WFO SELECT STANDARD EDITION R5 TERM SUBS 5YR MTHLY
393837	AVAYA WFO SELECT QUALITY/PERFORMANCE MGMT ED R5 TERM SUBS 1YR AN PREPD
393838	AVAYA WFO SELECT QUALITY/PERFORMANCE MGMT ED R5 TERM SUBS 1YR MTHLY
393839	AVAYA WFO SELECT QUALITY/PERFORMANCE MGMT ED R5 TERM SUBS 2YR AN PREPD
393840	AVAYA WFO SELECT QUALITY/PERFORMANCE MGMT ED R5 TERM SUBS 2YR MTHLY
393841	AVAYA WFO SELECT QUALITY/PERFORMANCE MGMT ED R5 TERM SUBS 3YR AN PREPD
393842	AVAYA WFO SELECT QUALITY/PERFORMANCE MGMT ED R5 TERM SUBS 3YR MTHLY
393843	AVAYA WFO SELECT QUALITY/PERFORMANCE MGMT ED R5 TERM SUBS 4YR AN PREPD
393844	AVAYA WFO SELECT QUALITY/PERFORMANCE MGMT ED R5 TERM SUBS 4YR MTHLY
393845	AVAYA WFO SELECT QUALITY/PERFORMANCE MGMT ED R5 TERM SUBS 5YR AN PREPD
393846	AVAYA WFO SELECT QUALITY/PERFORMANCE MGMT ED R5 TERM SUBS 5YR MTHLY
393847	AVAYA WFO SELECT RECORDER EDITION REDUNDANCY R5 TERM SUBS 1YR AN PREPD
393848	AVAYA WFO SELECT RECORDER EDITION REDUNDANCY R5 TERM SUBS 1YR MTHLY
393849	AVAYA WFO SELECT RECORDER EDITION REDUNDANCY R5 TERM SUBS 2YR AN PREPD
393850	AVAYA WFO SELECT RECORDER EDITION REDUNDANCY R5 TERM SUBS 2YR MTHLY
393851	AVAYA WFO SELECT RECORDER EDITION REDUNDANCY R5 TERM SUBS 3YR AN PREPD
393852	AVAYA WFO SELECT RECORDER EDITION REDUNDANCY R5 TERM SUBS 3YR MTHLY



AIXWES/AWFOS Integration with AACC, CC ELITE and CM	
Order Code	Description
393853	AVAYA WFO SELECT RECORDER EDITION REDUNDANCY R5 TERM SUBS 4YR AN PREPD
393854	AVAYA WFO SELECT RECORDER EDITION REDUNDANCY R5 TERM SUBS 4YR MTHLY
393855	AVAYA WFO SELECT RECORDER EDITION REDUNDANCY R5 TERM SUBS 5YR AN PREPD
393856	AVAYA WFO SELECT RECORDER EDITION REDUNDANCY R5 TERM SUBS 5YR MTHLY
393857	AVAYA WFO SELECT STANDARD EDITION REDUNDANCY R5 TERM SUBS 1YR AN PREPD
393858	AVAYA WFO SELECT STANDARD EDITION REDUNDANCY R5 TERM SUBS 1YR MTHLY
393859	AVAYA WFO SELECT STANDARD EDITION REDUNDANCY R5 TERM SUBS 2YR AN PREPD
393860	AVAYA WFO SELECT STANDARD EDITION REDUNDANCY R5 TERM SUBS 2YR MTHLY
393861	AVAYA WFO SELECT STANDARD EDITION REDUNDANCY R5 TERM SUBS 3YR AN PREPD
393862	AVAYA WFO SELECT STANDARD EDITION REDUNDANCY R5 TERM SUBS 3YR MTHLY
393863	AVAYA WFO SELECT STANDARD EDITION REDUNDANCY R5 TERM SUBS 4YR AN PREPD
393864	AVAYA WFO SELECT STANDARD EDITION REDUNDANCY R5 TERM SUBS 4YR MTHLY
393865	AVAYA WFO SELECT STANDARD EDITION REDUNDANCY R5 TERM SUBS 5YR AN PREPD
393866	AVAYA WFO SELECT STANDARD EDITION REDUNDANCY R5 TERM SUBS 5YR MTHLY
393867	AVAYA WFO SELECT QUAL/PERF MGMT ED REDUN R5 TERM SUB 1YR AN PREPD
393868	AVAYA WFO SELECT QUAL/PERF MGMT ED REDUN R5 TERM SUBS 1YR MTHLY
393869	AVAYA WFO SELECT QUAL/PERF MGMT ED REDUN R5 TERM SUBS 2YR AN PREPD
393870	AVAYA WFO SELECT QUAL/PERF MGMT ED REDUN R5 TERM SUBS 2YR MTHLY
393871	AVAYA WFO SELECT QUAL/PERF MGMT ED REDUN R5 TERM SUBS 3YR AN PREPD
393872	AVAYA WFO SELECT QUAL/PERF MGMT ED REDUN R5 TERM SUBS 3YR MTHLY
393873	AVAYA WFO SELECT QUAL/PERF MGMT ED REDUN R5 TERM SUBS 4YR AN PREPD
393874	AVAYA WFO SELECT QUAL/PERF MGMT ED REDUN R5 TERM SUBS 4YR MTHLY
393875	AVAYA WFO SELECT QUAL/PERF MGMT ED REDUN R5 TERM SUBS 5YR AN PREPD
393876	AVAYA WFO SELECT QUAL/PERF MGMT ED REDUN R5 TERM SUBS 5YR MTHLY
393877	AVAYA WFO SELECT DESKTOP TRIGGER R5 TERM SUBS 1YR AN PREPD
393878	AVAYA WFO SELECT DESKTOP TRIGGER R5 TERM SUBS 1YR MTHLY
393879	AVAYA WFO SELECT DESKTOP TRIGGER R5 TERM SUBS 2YR AN PREPD
393880	AVAYA WFO SELECT DESKTOP TRIGGER R5 TERM SUBS 2YR MTHLY
393881	AVAYA WFO SELECT DESKTOP TRIGGER R5 TERM SUBS 3YR AN PREPD
393882	AVAYA WFO SELECT DESKTOP TRIGGER R5 TERM SUBS 3YR MTHLY
393883	AVAYA WFO SELECT DESKTOP TRIGGER R5 TERM SUBS 4YR AN PREPD
393884	AVAYA WFO SELECT DESKTOP TRIGGER R5 TERM SUBS 4YR MTHLY
393885	AVAYA WFO SELECT DESKTOP TRIGGER R5 TERM SUBS 5YR AN PREPD
393886	AVAYA WFO SELECT DESKTOP TRIGGER R5 TERM SUBS 5YR MTHLY
393887	AVAYA WFO SELECT SILENT MONITORING MODULE R5 TERM SUBS 1YR AN PREPD
393888	AVAYA WFO SELECT SILENT MONITORING MODULE R5 TERM SUBS 1YR MTHLY
393889	AVAYA WFO SELECT SILENT MONITORING MODULE R5 TERM SUBS 2YR AN PREPD



AIXWES/AWFOS Integration with AACC, CC ELITE and CM	
Order Code	Description
393890	AVAYA WFO SELECT SILENT MONITORING MODULE R5 TERM SUBS 2YR MTHLY
393891	AVAYA WFO SELECT SILENT MONITORING MODULE R5 TERM SUBS 3YR AN PREPD
393892	AVAYA WFO SELECT SILENT MONITORING MODULE R5 TERM SUBS 3YR MTHLY
393893	AVAYA WFO SELECT SILENT MONITORING MODULE R5 TERM SUBS 4YR AN PREPD
393894	AVAYA WFO SELECT SILENT MONITORING MODULE R5 TERM SUBS 4YR MTHLY
393895	AVAYA WFO SELECT SILENT MONITORING MODULE R5 TERM SUBS 5YR AN PREPD
393896	AVAYA WFO SELECT SILENT MONITORING MODULE R5 TERM SUBS 5YR MTHLY
393897	AVAYA WFO SELECT DESKTOP SCREEN CAPTURE MOD R5 TERM SUBS 1YR AN PREPD
393898	AVAYA WFO SELECT DESKTOP SCREEN CAPTURE MOD R5 TERM SUBS 1YR MTHLY
393899	AVAYA WFO SELECT DESKTOP SCREEN CAPTURE MOD R5 TERM SUBS 2YR AN PREPD
393900	AVAYA WFO SELECT DESKTOP SCREEN CAPTURE MOD R5 TERM SUBS 2YR MTHLY
393901	AVAYA WFO SELECT DESKTOP SCREEN CAPTURE MOD R5 TERM SUBS 3YR AN PREPD
393902	AVAYA WFO SELECT DESKTOP SCREEN CAPTURE MOD R5 TERM SUBS 3YR MTHLY
393903	AVAYA WFO SELECT DESKTOP SCREEN CAPTURE MOD R5 TERM SUBS 4YR AN PREPD
393904	AVAYA WFO SELECT DESKTOP SCREEN CAPTURE MOD R5 TERM SUBS 4YR MTHLY
393905	AVAYA WFO SELECT DESKTOP SCREEN CAPTURE MOD R5 TERM SUBS 5YR AN PREPD
393906	AVAYA WFO SELECT DESKTOP SCREEN CAPTURE MOD R5 TERM SUBS 5YR MTHLY
393907	AVAYA WFO SELECT SILENT MNTRG MOD REDUNDANCY R5 TERM SUBS 1YR AN PREPD
393908	AVAYA WFO SELECT SILENT MNTRG MOD REDUNDANCY R5 TERM SUBS 1YR MTHLY
393909	AVAYA WFO SELECT SILENT MNTRG MOD REDUNDANCY R5 TERM SUBS 2YR AN PREPD
393910	AVAYA WFO SELECT SILENT MNTRG MOD REDUNDANCY R5 TERM SUBS 2YR MTHLY
393911	AVAYA WFO SELECT SILENT MNTRG MOD REDUNDANCY R5 TERM SUBS 3YR AN PREPD
393912	AVAYA WFO SELECT SILENT MNTRG MOD REDUNDANCY R5 TERM SUBS 3YR MTHLY
393913	AVAYA WFO SELECT SILENT MNTRG MOD REDUNDANCY R5 TERM SUBS 4YR AN PREPD
393914	AVAYA WFO SELECT SILENT MNTRG MOD REDUNDANCY R5 TERM SUBS 4YR MTHLY
393915	AVAYA WFO SELECT SILENT MNTRG MOD REDUNDANCY R5 TERM SUBS 5YR AN PREPD
393916	AVAYA WFO SELECT SILENT MNTRG MOD REDUNDANCY R5 TERM SUBS 5YR MTHLY
393917	AVAYA WFO SELECT DSKTP SCR N CAP REDUNDANCY R5 TERM SUBS 1YR AN PREPD
393918	AVAYA WFO SELECT DSKTP SCR N CAP REDUNDANCY R5 TERM SUBS 1YR MTHLY
393919	AVAYA WFO SELECT DSKTP SCR N CAP REDUNDANCY R5 TERM SUBS 2YR AN PREPD
393920	AVAYA WFO SELECT DSKTP SCR N CAP REDUNDANCY R5 TERM SUBS 2YR MTHLY
393921	AVAYA WFO SELECT DSKTP SCR N CAP REDUNDANCY R5 TERM SUBS 3YR AN PREPD
393922	AVAYA WFO SELECT DSKTP SCR N CAP REDUNDANCY R5 TERM SUBS 3YR MTHLY
393923	AVAYA WFO SELECT DSKTP SCR N CAP REDUNDANCY R5 TERM SUBS 4YR AN PREPD
393924	AVAYA WFO SELECT DSKTP SCR N CAP REDUNDANCY R5 TERM SUBS 4YR MTHLY
393925	AVAYA WFO SELECT DSKTP SCR N CAP REDUNDANCY R5 TERM SUBS 5YR AN PREPD
393926	AVAYA WFO SELECT DSKTP SCR N CAP REDUNDANCY R5 TERM SUBS 5YR MTHLY



AIXWES/AWFOS Integration with AACC, CC ELITE and CM	
Order Code	Description
393927	AVAYA WFO SELECT QUALITY AS A SERVICE MODULE R5 TERM SUBS 1YR AN PREPD
393928	AVAYA WFO SELECT QUALITY AS A SERVICE MODULE R5 TERM SUBS 1YR MTHLY
393929	AVAYA WFO SELECT QUALITY AS A SERVICE MODULE R5 TERM SUBS 2YR AN PREPD
393930	AVAYA WFO SELECT QUALITY AS A SERVICE MODULE R5 TERM SUBS 2YR MTHLY
393931	AVAYA WFO SELECT QUALITY AS A SERVICE MODULE R5 TERM SUBS 3YR AN PREPD
393932	AVAYA WFO SELECT QUALITY AS A SERVICE MODULE R5 TERM SUBS 3YR MTHLY
393933	AVAYA WFO SELECT QUALITY AS A SERVICE MODULE R5 TERM SUBS 4YR AN PREPD
393934	AVAYA WFO SELECT QUALITY AS A SERVICE MODULE R5 TERM SUBS 4YR MTHLY
393935	AVAYA WFO SELECT QUALITY AS A SERVICE MODULE R5 TERM SUBS 5YR AN PREPD
393936	AVAYA WFO SELECT QUALITY AS A SERVICE MODULE R5 TERM SUBS 5YR MTHLY

AIXWES/AWFOS Integration with IPO	
Order Code	Description
387466	IPO AVAYA WFO SELECT R5 RECORDER EDITION UPG LIC:CU
387467	IPO AVAYA WFO SELECT R5 STANDARD EDITION UPG LIC:CU
387468	IPO AVAYA WFO SELECT R5 QLTY/PERFRM MGT ED UPG LIC:CU
387469	IPO AVAYA WFO SELECT R5 DESKTOP TRIGGER UPG LIC:CU
387512	IPO AVAYA WFO SELECT R5 SILENT MONITORING MODULE UPG LIC:CU
387513	IPO AVAYA WFO SELECT R5 DSKTP SCRIN CAPTURE MODULE UPG LIC:CU
387514	IPO AVAYA WFO SELECT R5 QUALITY AS A SERVICE MODULE UPG LIC:NU
387515	IPO AVAYA WFO SELECT R5 RECORDER EDITION UPG ENTITLEMENT LIC:CU
387516	IPO AVAYA WFO SELECT R5 STANDARD EDITION UPG ENTITLEMENT LIC:CU
387517	IPO AVAYA WFO SELECT R5 QLTY/PERFRM MGT ED UPG ENTITLE LIC:CU
387518	IPO AVAYA WFO SELECT R5 DESKTOP TRIGGER UPG ENTITLEMENT LIC:CU
387519	IPO AVAYA WFO SELECT R5 SILENT MONITORING MOD UPG ENTITLE LIC:CU
387520	IPO AVAYA WFO SELECT R5 DSKTP SCRIN CAPTURE MOD UPG ENTITLE LIC:CU
387521	IPO AVAYA WFO SELECT R5 QUALITY AS A SVC MOD UPG ENTITLE LIC:NU
387522	IPO AVAYA WFO SELECT R5 RCDR ED REDUN UPG LIC:CU
387523	IPO AVAYA WFO SELECT R5 STD ED REDUN UPG LIC:CU
387524	IPO AVAYA WFO SELECT R5 QLTY/PRFRM MGT ED REDUN UPG LIC:CU
387525	IPO AVAYA WFO SELECT R5 SILENT MNTRG REDUN UPG LIC:CU
387526	IPO AVAYA WFO SELECT R5 DSKTP SCRIN CPTR REDUN UPG LIC:CU
387527	IPO AVAYA WFO SELECT R5 RCDR ED REDUN UPG ENTL LIC:CU
387528	IPO AVAYA WFO SELECT R5 STD ED REDUN UPG ENTL LIC:CU
387529	IPO AVAYA WFO SELECT R5 QLTY/PRFRM MGT ED REDUN UPG ENTL LIC:CU
387530	IPO AVAYA WFO SELECT R5 SILENT MNTRG REDUN UPG ENTL LIC:CU



AIXWES/AWFOS Integration with IPO	
Order Code	Description
387531	IPO AVAYA WFO SELECT R5 DSKTP SCRNR CPTR REDUN UPG ENTL LIC:CU
398636	IPO AVAYA WFO SELECT RECDR R5 CNCRNT CHANNEL 60 DAY TRIAL LIC:CU
398637	IPO AVAYA WFO SELECT STNDRD R5 CNCRNT CHANNEL 60 DAY TRIAL LIC:CU
401129	IPO AVAYA WFO SELECT R5 SPEECH ANALYTICS MODULE UPG LIC:CU
401370	IPO AVAYA WFO SELECT R5 SPEECH ANALYTICS MOD UPG ENTITLE LIC:CU
386223	IPO AWFOS R5 RECORDER EDITION LIC:CU
386224	IPO AWFOS R5 STANDARD EDITION LIC:CU
386225	IPO AWFOS R5 QUALITY AND PERFORMANCE MANAGEMENT EDITION LIC:CU
386226	IPO AWFOS R5 RECORDER EDITION REDUNDANCY LIC:CU
386227	IPO AWFOS R5 STANDARD EDITION REDUNDANCY LIC:CU
386228	IPO AWFOS R5 QUALITY/PERFORMANCE MGMT ED REDUNDANCY LIC:CU
386229	IPO AWFOS R5 DESKTOP TRIGGER LIC:CU
386230	IPO AWFOS R5 SILENT MONITORING MODULE LIC:CU
386231	IPO AWFOS R5 DESKTOP SCREEN CAPTURE MODULE LIC:CU
386232	IPO AWFOS R5 SILENT MONITORING MODULE REDUNDANCY LIC:CU
386233	IPO AWFOS R5 DESKTOP SCREEN CAPTURE MODULE REDUNDANCY LIC:CU
386234	IPO AWFOS R5 QUALITY AS A SERVICE MODULE LIC:NU
387480	IPO AWFOS RECORDER EDITION R5 60 DAY TRIAL LIC:CU
387482	IPO AWFOS STANDARD EDITION R5 60 DAY TRIAL LIC:CU
387483	IPO AWFOS QUALITY AND PERFORM MGMT EDITION R5 60 DAY TRIAL LIC:CU
387484	IPO AWFOS DESKTOP TRIGGER R5 60 DAY TRIAL LIC:CU
387485	IPO AWFOS SILENT MONITORING MODULE R5 60 DAY TRIAL LIC:CU
387486	IPO AWFOS DESKTOP SCREEN CAPTURE MODULE R5 60 DAY TRIAL LIC:CU
387487	IPO AWFOS QUALITY AS A SERVICE MODULE R5 LIC:NU
397917	IPO AWFOS R5 RECORDER ED CONCURRENT CHANNEL UPGRADE LIC:CU
397918	IPO AWFOS R5 RECORDER ED CONCURRENT CHANNEL ENTL LIC:CU
397919	IPO AWFOS R5 STANDARD ED CONCURRENT CHANNEL UPGRADE LIC:CU
397920	IPO AWFOS R5 STANDARD ED CONCURRENT CHANNEL ENTL LIC:CU
397921	IPO AWFOS R5 RECORDER ED CONCURRENT CHANNEL REDUN UPGRADE LIC:CU
397922	IPO AWFOS R5 RECORDER ED CONCURRENT CHANNEL REDUN ENTL LIC:CU
397923	IPO AWFOS R5 STANDARD ED CONCURRENT CHANNEL REDUN UPGRADE LIC:CU
397924	IPO AWFOS R5 STANDARD ED CONCURRENT CHANNEL REDUN ENTL LIC:CU
401123	IPO AWFOS R5 SPEECH ANALYTICS MODULE LIC:CU
401380	IPO AWFOS R5 SPEECH ANALYTICS MODULE 60 DAY TRIAL LIC:CU
384371	IPO AWFOS R5 RECORDER CONCURRENT CHANNEL SUBS 1 YR AN PREPD
384372	IPO AWFOS R5 RECORDER CONCURRENT CHANNEL SUBS 1 YR MTHLY
384373	IPO AWFOS R5 RECORDER CONCURRENT CHANNEL SUBS 2 YR AN PREPD
384374	IPO AWFOS R5 RECORDER CONCURRENT CHANNEL SUBS 2 YR MTHLY



AIXWES/AWFOS Integration with IPO	
Order Code	Description
384375	IPO AWFOS R5 RECORDER CONCURRENT CHANNEL SUBS 3 YR AN PREPD
384376	IPO AWFOS R5 RECORDER CONCURRENT CHANNEL SUBS 3 YR MTHLY
384377	IPO AWFOS R5 RECORDER CONCURRENT CHANNEL SUBS 4 YR AN PREPD
384378	IPO AWFOS R5 RECORDER CONCURRENT CHANNEL SUBS 4 YR MTHLY
384379	IPO AWFOS R5 RECORDER CONCURRENT CHANNEL SUBS 5 YR AN PREPD
384380	IPO AWFOS R5 RECORDER CONCURRENT CHANNEL SUBS 5 YR MTHLY
384601	IPO AWFOS R5 STANDARD CONCURRENT CHANNEL SUBS 1 YR AN PREPD
384602	IPO AWFOS R5 STANDARD CONCURRENT CHANNEL SUBS 1 YR MTHLY
384603	IPO AWFOS R5 STANDARD CONCURRENT CHANNEL SUBS 2 YR AN PREPD
384604	IPO AWFOS R5 STANDARD CONCURRENT CHANNEL SUBS 2 YR MTHLY
384605	IPO AWFOS R5 STANDARD CONCURRENT CHANNEL SUBS 3 YR AN PREPD
384606	IPO AWFOS R5 STANDARD CONCURRENT CHANNEL SUBS 3 YR MTHLY
384607	IPO AWFOS R5 STANDARD CONCURRENT CHANNEL SUBS 4 YR AN PREPD
384608	IPO AWFOS R5 STANDARD CONCURRENT CHANNEL SUBS 4 YR MTHLY
384609	IPO AWFOS R5 STANDARD CONCURRENT CHANNEL SUBS 5 YR AN PREPD
384610	IPO AWFOS R5 STANDARD CONCURRENT CHANNEL SUBS 5 YR MTHLY
384611	IPO AWFOS R5 RECORDER REDUN CONCURRENT CHANNEL SUBS 1 YR AN PREPD
384612	IPO AWFOS R5 RECORDER REDUN CONCURRENT CHANNEL SUBS 1 YR MTHLY
384613	IPO AWFOS R5 RECORDER REDUN CONCURRENT CHANNEL SUBS 2 YR AN PREPD
384614	IPO AWFOS R5 RECORDER REDUN CONCURRENT CHANNEL SUBS 2 YR MTHLY
384615	IPO AWFOS R5 RECORDER REDUN CONCURRENT CHANNEL SUBS 3 YR AN PREPD
384616	IPO AWFOS R5 RECORDER REDUN CONCURRENT CHANNEL SUBS 3 YR MTHLY
384617	IPO AWFOS R5 RECORDER REDUN CONCURRENT CHANNEL SUBS 4 YR AN PREPD
384618	IPO AWFOS R5 RECORDER REDUN CONCURRENT CHANNEL SUBS 4 YR MTHLY
384619	IPO AWFOS R5 RECORDER REDUN CONCURRENT CHANNEL SUBS 5 YR AN PREPD
384620	IPO AWFOS R5 RECORDER REDUN CONCURRENT CHANNEL SUBS 5 YR MTHLY
384741	IPO AWFOS R5 STANDARD RDUN CONCURRENT CHANNEL SUBS 1 YR AN PREPD
384742	IPO AWFOS R5 STANDARD RDUN CONCURRENT CHANNEL SUBS 1 YR MTHLY
384743	IPO AWFOS R5 STANDARD RDUN CONCURRENT CHANNEL SUBS 2 YR AN PREPD
384744	IPO AWFOS R5 STANDARD RDUN CONCURRENT CHANNEL SUBS 2 YR MTHLY
384745	IPO AWFOS R5 STANDARD RDUN CONCURRENT CHANNEL SUBS 3 YR AN PREPD
384746	IPO AWFOS R5 STANDARD RDUN CONCURRENT CHANNEL SUBS 3 YR MTHLY
384747	IPO AWFOS R5 STANDARD RDUN CONCURRENT CHANNEL SUBS 4 YR AN PREPD
384748	IPO AWFOS R5 STANDARD RDUN CONCURRENT CHANNEL SUBS 4 YR MTHLY
384749	IPO AWFOS R5 STANDARD RDUN CONCURRENT CHANNEL SUBS 5 YR AN PREPD
384750	IPO AWFOS R5 STANDARD RDUN CONCURRENT CHANNEL SUBS 5 YR MTHLY
385026	IPO AWFOS R5 RECORDER CONCURRENT CHANNEL SUB LIC:CU
385027	IPO AWFOS R5 STANDARD CONCURRENT CHANNEL SUB LIC:CU



AIXWES/AWFOS Integration with IPO	
Order Code	Description
385028	IPO AWFOS R5 RECORDER REDUNDANCY CONCURRENT CHANNEL SUB LIC:CU
385029	IPO AWFOS R5 STANDARD REDUNDANCY CONCURRENT CHANNEL SUB LIC:CU
393801	IPO AWFOS R5 RECORDER EDITION SUB LIC:CU
393802	IPO AWFOS R5 STANDARD EDITION SUB LIC:CU
393803	IPO AWFOS R5 QUALITY PERFORMANCE MANAGEMENT EDITION SUB LIC:CU
393804	IPO AWFOS R5 RECORDER EDITION REDUNDANCY SUB LIC:CU
393805	IPO AWFOS R5 STANDARD EDITION REDUNDANCY SUB LIC:CU
393806	IPO AWFOS R5 QUALITY/PERFORMANCE MGMT ED REDUNDANCY SUB LIC:CU
393807	IPO AWFOS R5 DESKTOP TRIGGER SUB LIC:CU
393808	IPO AWFOS R5 SILENT MONITORING MODULE SUB LIC:CU
393809	IPO AWFOS R5 DESKTOP SCREEN CAPTURE MODULE SUB LIC:CU
393810	IPO AWFOS R5 SILENT MONITORING MODULE REDUNDANCY SUB LIC:CU
393811	IPO AWFOS R5 DSKTP SCRPN CAPT MOD REDUNDANCY SUB LIC:CU
393812	IPO AWFOS R5 QUALITY AS A SERVICE MODULE SUB LIC:NU
397355	IP OFFICE AWFOS R5 RECORDER ED CONCURRENT CHANNEL LIC:CU
397356	IP OFFICE AWFOS R5 STANDARD ED CONCURRENT CHANNEL LIC:CU
397357	IP OFFICE AWFOS R5 RECORDER ED REDUN CONCURRENT CHANNEL LIC:CU
397358	IP OFFICE AWFOS R5 STANDARD ED REDUN CONC CHAN LIC:CU
398217	IP OFFICE AWFOS R5 RECORDER ED UPBUY TO CHANNEL LIC:CU
398218	IP OFFICE AWFOS R5 STANDARD ED UPBUY TO CHANNEL LIC:CU
398219	IP OFFICE AWFOS R5 RECORDER ED REDUN UPBUY TO CHANNEL LIC:CU
398240	IP OFFICE AWFOS R5 STANDARD ED REDUN UPBUY TO CHANNEL LIC:CU
393937	IPO AWFOS R5 RECORDER EDITION TERM SUBS 1YR AN PREPD
393938	IPO AWFOS R5 RECORDER EDITION TERM SUBS 1YR MTHLY
393939	IPO AWFOS R5 RECORDER EDITION TERM SUBS 2YR AN PREPD
393940	IPO AWFOS R5 RECORDER EDITION TERM SUBS 2YR MTHLY
393941	IPO AWFOS R5 RECORDER EDITION TERM SUBS 3YR AN PREPD
393942	IPO AWFOS R5 RECORDER EDITION TERM SUBS 3YR MTHLY
393943	IPO AWFOS R5 RECORDER EDITION TERM SUBS 4YR AN PREPD
393944	IPO AWFOS R5 RECORDER EDITION TERM SUBS 4YR MTHLY
393945	IPO AWFOS R5 RECORDER EDITION TERM SUBS 5YR AN PREPD
393946	IPO AWFOS R5 RECORDER EDITION TERM SUBS 5YR MTHLY
393947	IPO AWFOS R5 STANDARD EDITION TERM SUBS 1YR AN PREPD
393948	IPO AWFOS R5 STANDARD EDITION TERM SUBS 1YR MTHLY
393949	IPO AWFOS R5 STANDARD EDITION TERM SUBS 2YR AN PREPD
393950	IPO AWFOS R5 STANDARD EDITION TERM SUBS 2YR MTHLY
393951	IPO AWFOS R5 STANDARD EDITION TERM SUBS 3YR AN PREPD
393952	IPO AWFOS R5 STANDARD EDITION TERM SUBS 3YR MTHLY



AIXWES/AWFOS Integration with IPO	
Order Code	Description
393953	IPO AWFOS R5 STANDARD EDITION TERM SUBS 4YR AN PREPD
393954	IPO AWFOS R5 STANDARD EDITION TERM SUBS 4YR MTHLY
393955	IPO AWFOS R5 STANDARD EDITION TERM SUBS 5YR AN PREPD
393956	IPO AWFOS R5 STANDARD EDITION TERM SUBS 5YR MTHLY
393957	IPO AWFOS R5 QUALITY/PERFORMANCE MANAGEMENT ED TERM SUBS 1YR AN PREPD
393958	IPO AWFOS R5 QUALITY/PERFORMANCE MANAGEMENT ED TERM SUBS 1YR MTHLY
393959	IPO AWFOS R5 QUALITY/PERFORMANCE MANAGEMENT ED TERM SUBS 2YR AN PREPD
393960	IPO AWFOS R5 QUALITY/PERFORMANCE MANAGEMENT ED TERM SUBS 2YR MTHLY
393961	IPO AWFOS R5 QUALITY/PERFORMANCE MANAGEMENT ED TERM SUBS 3YR AN PREPD
393962	IPO AWFOS R5 QUALITY/PERFORMANCE MANAGEMENT ED TERM SUBS 3YR MTHLY
393963	IPO AWFOS R5 QUALITY/PERFORMANCE MANAGEMENT ED TERM SUBS 4YR AN PREPD
393964	IPO AWFOS R5 QUALITY/PERFORMANCE MANAGEMENT ED TERM SUBS 4YR MTHLY
393965	IPO AWFOS R5 QUALITY/PERFORMANCE MANAGEMENT ED TERM SUBS 5YR AN PREPD
393966	IPO AWFOS R5 QUALITY/PERFORMANCE MANAGEMENT ED TERM SUBS 5YR MTHLY
393967	IPO AWFOS R5 RECORDER EDITION REDUNDANCY TERM SUBS 1YR AN PREPD
393968	IPO AWFOS R5 RECORDER EDITION REDUNDANCY TERM SUBS 1YR MTHLY
393969	IPO AWFOS R5 RECORDER EDITION REDUNDANCY TERM SUBS 2YR AN PREPD
393970	IPO AWFOS R5 RECORDER EDITION REDUNDANCY TERM SUBS 2YR MTHLY
393971	IPO AWFOS R5 RECORDER EDITION REDUNDANCY TERM SUBS 3YR AN PREPD
393972	IPO AWFOS R5 RECORDER EDITION REDUNDANCY TERM SUBS 3YR MTHLY
393973	IPO AWFOS R5 RECORDER EDITION REDUNDANCY TERM SUBS 4YR AN PREPD
393974	IPO AWFOS R5 RECORDER EDITION REDUNDANCY TERM SUBS 4YR MTHLY
393975	IPO AWFOS R5 RECORDER EDITION REDUNDANCY TERM SUBS 5YR AN PREPD
393976	IPO AWFOS R5 RECORDER EDITION REDUNDANCY TERM SUBS 5YR MTHLY
393977	IPO AWFOS R5 STANDARD EDITION REDUNDANCY TERM SUBS 1YR AN PREPD
393978	IPO AWFOS R5 STANDARD EDITION REDUNDANCY TERM SUBS 1YR MTHLY
393979	IPO AWFOS R5 STANDARD EDITION REDUNDANCY TERM SUBS 2YR AN PREPD
393980	IPO AWFOS R5 STANDARD EDITION REDUNDANCY TERM SUBS 2YR MTHLY
393981	IPO AWFOS R5 STANDARD EDITION REDUNDANCY TERM SUBS 3YR AN PREPD
393982	IPO AWFOS R5 STANDARD EDITION REDUNDANCY TERM SUBS 3YR MTHLY
393983	IPO AWFOS R5 STANDARD EDITION REDUNDANCY TERM SUBS 4YR AN PREPD
393984	IPO AWFOS R5 STANDARD EDITION REDUNDANCY TERM SUBS 4YR MTHLY
393985	IPO AWFOS R5 STANDARD EDITION REDUNDANCY TERM SUBS 5YR AN PREPD
393986	IPO AWFOS R5 STANDARD EDITION REDUNDANCY TERM SUBS 5YR MTHLY
393987	IPO AWFOS R5 QUAL/PERF MGMT ED REDUNDANCY TERM SUBS 1YR AN PREPD
393988	IPO AWFOS R5 QUAL/PERF MGMT ED REDUNDANCY TERM SUBS 1YR MTHLY
393989	IPO AWFOS R5 QUAL/PERF MGMT ED REDUNDANCY TERM SUBS 2YR AN PREPD
393990	IPO AWFOS R5 QUAL/PERF MGMT ED REDUNDANCY TERM SUBS 2YR MTHLY



AIXWES/AWFOS Integration with IPO	
Order Code	Description
393991	IPO AWFOS R5 QUAL/PERF MGMT ED REDUNDANCY TERM SUBS 3YR AN PREPD
393992	IPO AWFOS R5 QUAL/PERF MGMT ED REDUNDANCY TERM SUBS 3YR MTHLY
393993	IPO AWFOS R5 QUAL/PERF MGMT ED REDUNDANCY TERM SUBS 4YR AN PREPD
393994	IPO AWFOS R5 QUAL/PERF MGMT ED REDUNDANCY TERM SUBS 4YR MTHLY
393995	IPO AWFOS R5 QUAL/PERF MGMT ED REDUNDANCY TERM SUBS 5YR AN PREPD
393996	IPO AWFOS R5 QUAL/PERF MGMT ED REDUNDANCY TERM SUBS 5YR MTHLY
393997	IPO AWFOS R5 DESKTOP TRIGGER TERM SUBS 1YR AN PREPD
393998	IPO AWFOS R5 DESKTOP TRIGGER TERM SUBS 1YR MTHLY
393999	IPO AWFOS R5 DESKTOP TRIGGER TERM SUBS 2YR AN PREPD
394000	IPO AWFOS R5 DESKTOP TRIGGER TERM SUBS 2YR MTHLY
394001	IPO AWFOS R5 DESKTOP TRIGGER TERM SUBS 3YR AN PREPD
394002	IPO AWFOS R5 DESKTOP TRIGGER TERM SUBS 3YR MTHLY
394003	IPO AWFOS R5 DESKTOP TRIGGER TERM SUBS 4YR AN PREPD
394004	IPO AWFOS R5 DESKTOP TRIGGER TERM SUBS 4YR MTHLY
394005	IPO AWFOS R5 DESKTOP TRIGGER TERM SUBS 5YR AN PREPD
394006	IPO AWFOS R5 DESKTOP TRIGGER TERM SUBS 5YR MTHLY
394007	IPO AWFOS R5 SILENT MONITORING MODULE TERM SUBS 1YR AN PREPD
394008	IPO AWFOS R5 SILENT MONITORING MODULE TERM SUBS 1YR MTHLY
394009	IPO AWFOS R5 SILENT MONITORING MODULE TERM SUBS 2YR AN PREPD
394010	IPO AWFOS R5 SILENT MONITORING MODULE TERM SUBS 2YR MTHLY
394011	IPO AWFOS R5 SILENT MONITORING MODULE TERM SUBS 3YR AN PREPD
394012	IPO AWFOS R5 SILENT MONITORING MODULE TERM SUBS 3YR MTHLY
394013	IPO AWFOS R5 SILENT MONITORING MODULE TERM SUBS 4YR AN PREPD
394014	IPO AWFOS R5 SILENT MONITORING MODULE TERM SUBS 4YR MTHLY
394015	IPO AWFOS R5 SILENT MONITORING MODULE TERM SUBS 5YR AN PREPD
394016	IPO AWFOS R5 SILENT MONITORING MODULE TERM SUBS 5YR MTHLY
394017	IPO AWFOS R5 DESKTOP SCREEN CAPTURE MODULE TERM SUBS 1YR AN PREPD
394018	IPO AWFOS R5 DESKTOP SCREEN CAPTURE MODULE TERM SUBS 1YR MTHLY
394019	IPO AWFOS R5 DESKTOP SCREEN CAPTURE MODULE TERM SUBS 2YR AN PREPD
394020	IPO AWFOS R5 DESKTOP SCREEN CAPTURE MODULE TERM SUBS 2YR MTHLY
394021	IPO AWFOS R5 DESKTOP SCREEN CAPTURE MODULE TERM SUBS 3YR AN PREPD
394022	IPO AWFOS R5 DESKTOP SCREEN CAPTURE MODULE TERM SUBS 3YR MTHLY
394023	IPO AWFOS R5 DESKTOP SCREEN CAPTURE MODULE TERM SUBS 4YR AN PREPD
394024	IPO AWFOS R5 DESKTOP SCREEN CAPTURE MODULE TERM SUBS 4YR MTHLY
394025	IPO AWFOS R5 DESKTOP SCREEN CAPTURE MODULE TERM SUBS 5YR AN PREPD
394026	IPO AWFOS R5 DESKTOP SCREEN CAPTURE MODULE TERM SUBS 5YR MTHLY
394027	IPO AWFOS R5 SILENT MONITORING MOD REDUNDANCY TERM SUBS 1YR PREPD
394028	IPO AWFOS R5 SILENT MONITORING MOD REDUNDANCY TERM SUBS 1YR MTHLY



AIXWES/AWFOS Integration with IPO	
Order Code	Description
394029	IPO AWFOS R5 SILENT MONITORING MOD REDUNDANCY TERM SUBS 2YR AN PREPD
394030	IPO AWFOS R5 SILENT MONITORING MOD REDUNDANCY TERM SUBS 2YR MTHLY
394031	IPO AWFOS R5 SILENT MONITORING MOD REDUNDANCY TERM SUBS 3YR AN PREPD
394032	IPO AWFOS R5 SILENT MONITORING MOD REDUNDANCY TERM SUBS 3YR MTHLY
394033	IPO AWFOS R5 SILENT MONITORING MOD REDUNDANCY TERM SUBS 4YR AN PREPD
394034	IPO AWFOS R5 SILENT MONITORING MOD REDUNDANCY TERM SUBS 4YR MTHLY
394035	IPO AWFOS R5 SILENT MONITORING MOD REDUNDANCY TERM SUBS 5YR AN PREPD
394036	IPO AWFOS R5 SILENT MONITORING MOD REDUNDANCY TERM SUBS 5YR MTHLY
394037	IPO AWFOS R5 DESKTOP SCR N CAPT MOD REDUNDANCY TERM SUBS 1YR AN PREPD
394038	IPO AWFOS R5 DESKTOP SCR N CAPT MOD REDUNDANCY TERM SUBS 1YR MTHLY
394039	IPO AWFOS R5 DESKTOP SCR N CAPT MOD REDUNDANCY TERM SUBS 2YR AN PREPD
394040	IPO AWFOS R5 DESKTOP SCR N CAPT MOD REDUNDANCY TERM SUBS 2YR MTHLY
394041	IPO AWFOS R5 DESKTOP SCR N CAPT MOD REDUNDANCY TERM SUBS 3YR AN PREPD
394042	IPO AWFOS R5 DESKTOP SCR N CAPT MOD REDUNDANCY TERM SUBS 3YR MTHLY
394043	IPO AWFOS R5 DESKTOP SCR N CAPT MOD REDUNDANCY TERM SUBS 4YR AN PREPD
394044	IPO AWFOS R5 DESKTOP SCR N CAPT MOD REDUNDANCY TERM SUBS 4YR MTHLY
394045	IPO AWFOS R5 DESKTOP SCR N CAPT MOD REDUNDANCY TERM SUBS 5YR AN PREPD
394046	IPO AWFOS R5 DESKTOP SCR N CAPT MOD REDUNDANCY TERM SUBS 5YR MTHLY
394047	IPO AWFOS R5 QLTY AS A SERVICE MOD REDUNDANCY TERM SUBS 1YR AN PREPD
394048	IPO AWFOS R5 QLTY AS A SERVICE MOD REDUNDANCY TERM SUBS 1YR MTHLY
394049	IPO AWFOS R5 QLTY AS A SERVICE MOD REDUNDANCY TERM SUBS 2YR AN PREPD
394050	IPO AWFOS R5 QLTY AS A SERVICE MOD REDUNDANCY TERM SUBS 2YR MTHLY
394051	IPO AWFOS R5 QLTY AS A SERVICE MOD REDUNDANCY TERM SUBS 3YR AN PREPD
394052	IPO AWFOS R5 QLTY AS A SERVICE MOD REDUNDANCY TERM SUBS 3YR MTHLY
394053	IPO AWFOS R5 QLTY AS A SERVICE MOD REDUNDANCY TERM SUBS 4YR AN PREPD
394054	IPO AWFOS R5 QLTY AS A SERVICE MOD REDUNDANCY TERM SUBS 4YR MTHLY
394055	IPO AWFOS R5 QLTY AS A SERVICE MOD REDUNDANCY TERM SUBS 5YR AN PREPD
394056	IPO AWFOS R5 QLTY AS A SERVICE MOD REDUNDANCY TERM SUBS 5YR MTHLY

AIXWES/AWFOS - Powered by IPO Integration	
Order Code	Description
394813	POWERED IPO AVAYA WFO SELECT R5 BASIC SUBSCRIPTION /S
394813	POWERED IPO AVAYA WFO SELECT R5 BASIC SUBSCRIPTION /S
394814	POWERED IPO AV WFO SELECT R5 QUALITY PERFORM MGT SUBSCRIPTION /S
394815	POWERED IPO AVAYA WFO SELECT R5 BASIC SUBSCRIPTION TRIAL /S
394816	POWERED IPO AV WFO SELECT R5 QUALITY PERFORM MGT SUBS TRIAL /S
395560	POWERED IPO AVAYA WFO SELECT R5 RECORDER SUBSCRIPTION



AIXWES/AWFOS - Powered by IPO Integration	
Order Code	Description
395561	POWERED IPO AVAYA WFO SELECT R5 QUALITY PERFORMANCE MGT SUBSCRIPTION
395562	POWERED IPO AVAYA WFO SELECT R5 RECORDER SUBSCRIPTION TRIAL
395563	POWERED IPO AVAYA WFO SELECT R5 QUALITY PERFORM MGT SUBSCRIPTION TRIAL
400132	POWERED IPO AWFOS R5 SUBSCRIPTION TRACKING SUPPORT
400576	POWERED IPO AVAYA WFO SELECT R5 STANDARD SUBSCRIPTION
400577	POWERED IPO AVAYA WFO SELECT R5 STANDARD SUBSCRIPTION TRIAL
400579	POWERED IPO AVAYA WFO SELECT R5 STANDARD SUBSCRIPTION /S
400580	POWERED IPO AVAYA WFO SELECT R5 STANDARD SUBSCRIPTION TRIAL /S

AIXWES/AWFOS - Oceana Integration	
Order Code	Description
393646	OCEANA R3 AVAYA WFO SELECT R5 STANDARD EDITION LIC:CU
393647	OCEANA R3 AVAYA WFO SELECT R5 QUALITY PERFORMANCE MGT LIC:CU
398815	OCEANA R3 AVAYA WFO SELECT R5 STANDARD EDITION CAMP HA /E LIC:CU
398816	OCEANA R3 AVAYA WFO SELECT R5 QTY PERFORM MGT CAMP HA /E LIC:CU
393648	OCEANA R3 AVAYA WFO SELECT R5 STANDARD SUB LIC:CU
393649	OCEANA R3 AWFO SELECT R5 QUALITY PERFORMANCE MGT SUB LIC: CU
398817	OCEANA R3 AVAYA WFO SELECT R5 STANDARD SUB /T LIC:CU
398818	OCEANA R3 AWFO SELECT R5 QUALITY PERFORMANCE MGT /T SUB LIC: CU
398819	OCEANA R3 AWFOS R5 SUPPORT TRACKING
394060	OCEANA R3.2 AWFOS STANDARD EDITION TERM SUBSCRIPTION 1YR MTHLY
394061	OCEANA R3.2 AWFOS STANDARD EDITION TERM SUBSCRIPTION 1YR AN PREPD
394062	OCEANA R3.2 AWFOS STANDARD EDITION TERM SUBSCRIPTION 2YR MTHLY
394063	OCEANA R3.2 AWFOS STANDARD EDITION TERM SUBSCRIPTION 2YR AN PREPD
394064	OCEANA R3.2 AWFOS STANDARD EDITION TERM SUBSCRIPTION 3YR MTHLY
394065	OCEANA R3.2 AWFOS STANDARD EDITION TERM SUBSCRIPTION 3YR AN PREPD
394066	OCEANA R3.2 AWFOS STANDARD EDITION TERM SUBSCRIPTION 4YR MTHLY
394067	OCEANA R3.2 AWFOS STANDARD EDITION TERM SUBSCRIPTION 4YR AN PREPD
394068	OCEANA R3.2 AWFOS STANDARD EDITION TERM SUBSCRIPTION 5YR MTHLY
394069	OCEANA R3.2 AWFOS STANDARD EDITION TERM SUBSCRIPTION 5YR AN PREPD
394070	OCEANA R3.2 AWFOS QUALITY PERFORMANCE MGT TERM SUBSCRIPTION 1YR MTHLY
394071	OCEANA R3.2 AWFOS QUALITY PERFORMANCE MGT TERM SUBSCRIPT 1YR AN PREPD
394072	OCEANA R3.2 AWFOS QUALITY PERFORMANCE MGT TERM SUBSCRIPTION 2YR MTHLY
394073	OCEANA R3.2 AWFOS QUALITY PERFORMANCE MGT TERM SUBSCRIPT 2YR AN PREPD
394074	OCEANA R3.2 AWFOS QUALITY PERFORMANCE MGT TERM SUBSCRIPTION 3YR MTHLY



AIXWES/AWFOS - Oceana Integration	
Order Code	Description
394075	OCEANA R3.2 AWFOS QUALITY PERFORMANCE MGT TERM SUBSCRIPT 3YR AN PREPD
394076	OCEANA R3.2 AWFOS QUALITY PERFORMANCE MGT TERM SUBSCRIPTION 4YR MTHLY
394077	OCEANA R3.2 AWFOS QUALITY PERFORMANCE MGT TERM SUBSCRIPT 4YR AN PREPD
394078	OCEANA R3.2 AWFOS QUALITY PERFORMANCE MGT TERM SUBSCRIPTION 5YR MTHLY
394079	OCEANA R3.2 AWFOS QUALITY PERFORMANCE MGT TERM SUBSCRIPT 5YR AN PREPD

AIXWES/AWFOS - xCAAS	
Order Code	Description
393240	CAAS RCDR ED C/D
393244	CAAS RCDR ED REDUN C/D
393246	CAAS STD ED C/D
393252	CAAS STD ED REDUN C/D
393254	CAAS QLTY PERFORM MGT ED C/D
393262	CAAS QLTY PERFORM MGT ED REDUN C/D
393264	CAAS DSKTP TRIGGER C/D
393268	CAAS SILENT MNTRG C/D
393272	CAAS SILENT MNTRG REDUN C/D
393274	CAAS DSKTP SCRIN CAPTURE C/D
393278	CAAS DSKTP SCRIN CAPTURE REDUN C/D
393280	CAAS QLTY AS A SVC C/D
385089	AWFOS R5 STD ED /H
385091	AWFOS R5 STD ED REDUN /H
384969	CAAS AWFOS R5 SFTW USG
384970	CAAS AWFOS R5 SA C/D USG
384972	CAAS AWFOS R5 UA USG
385096	AWFOS R5 DSKTP TRIGGER /H
385092	AWFOS R5 QLTY/PERFORM MGT ED /H
385087	AWFOS R5 RCDR ED /H
385088	AWFOS R5 RCDR ED REDUN /H
385095	AWFOS R5 QLTY/PERFORM MGT ED REDUN /H
393246	CAAS STD ED C/D

HARMONY v4 & v5 Licenses	
Order Code	Description
386380	HARMONY R5 RECORDER ED TO STANDARD ED UPBUY LIC:CU
386381	HARMONY R5 RECORDER ED TO QUAL/PERF MGMT ED UPBUY LIC:CU
386382	HARMONY R5 STANDARD ED TO QUAL/PERF MGMT ED UPBUY LIC:CU
386383	HARMONY R5 CISCO CONNECTOR



HARMONY v4 & v5 Licenses	
Order Code	Description
387473	HARMONY RECORDER EDITION R5 60 DAY TRIAL LIC:CU
387474	HARMONY STANDARD EDITION R5 60 DAY TRIAL LIC:CU
387475	HARMONY QUALITY AND PERFORM MGMT EDITION R5 60 DAY TRIAL LIC:CU
387476	HARMONY DESKTOP TRIGGER R5 60 DAY TRIAL LIC:CU
387477	HARMONY SILENT MONITORING MODULE R5 60 DAY TRIAL LIC:CU
387478	HARMONY DESKTOP SCREEN CAPTURE MODULE R5 60 DAY TRIAL LIC:CU
387479	HARMONY QUALITY AS A SERVICE MODULE R5 LIC:NU
398245	HARMONY R5 RECORDER ED UPBUY TO CHANNEL LIC:CU
398246	HARMONY R5 STANDARD ED UPBUY TO CHANNEL LIC:CU
398247	HARMONY R5 RECORDER ED REDUN UPBUY TO CHANNEL LIC:CU
398248	HARMONY R5 STANDARD ED REDUN UPBUY TO CHANNEL LIC:CU
398638	HARMONY R5 RECORDER CNCRNT CHANNEL 60 DAY TRIAL LIC:CU
398639	HARMONY R5 STANDARD CNCRNT CHANNEL 60 DAY TRIAL LIC:CU
401125	HARMONY R5 SPEECH ANALYTICS MODULE LIC:CU
401371	HARMONY R5 SPEECH ANALYTICS MODULE UPGRADE LIC:CU
401372	HARMONY R5 SPEECH ANALYTICS MODULE UPGRADE ENTITLEMENT LIC:CU
401381	HARMONY R5 SPEECH ANALYTICS MODULE 60 DAY TRIAL LIC:CU
H-CC-V3-T0	HARMONY CONTACT CENTER EDITION V3 LIC:CU
H-CL-V3-T0	HARMONY COACH AND LEARN V3 LIC:CU
H-DTD-M-UPG	HARMONY DESKTOP DISCOVERY UPGRADE LIC:CU
H-DTD-M-V4	HARMONY DESKTOP DISCOVERY V4 LIC:CU
H-DTT-M-ENTL-V5	HARMONY R5 DESKTOP TRIGGER UPGRADE ENTITLEMENT LIC:CU
H-DTT-M-UPG	HARMONY DESKTOP TRIGGER UPGRADE LIC:CU
H-DTT-M-UPG-V5	HARMONY R5 DESKTOP TRIGGER UPGRADE LIC:CU
H-DTT-M-V4	HARMONY DESKTOP TRIGGER V4 LIC:CU
H-DTT-M-V5	HARMONY R5 DESKTOP TRIGGER LIC:CU
H-ENT-UPG	HARMONY ENTERPRISE EDITION UPGRADE LIC:CU
H-ENT-V3-T0	HARMONY ENTERPRISE EDITION V3 LIC:CU
H-ENT-V4	HARMONY ENTERPRISE EDITION V4 LIC:CU
H-ENT-V4R	HARMONY ENTERPRISE REDUNDANCY V4 LIC:CU
H-MBL-M-UPG	HARMONY MOBILE MODULE UPGRADE LIC:CU
H-MBL-M-V4	HARMONY MOBILE MODULE V4 LIC:CU
H-MBL-M-V4R	HARMONY MOBILE MODULE REDUNDANCY V4 LIC:CU
H-QPM-AS-M-ENTL-V5	HARMONY R5 QUALITY AS A SERVICE MODULE UPGRADE ENTITLEMENT LIC:CU
H-QPM-AS-M-UPG-V5	HARMONY R5 QUALITY AS A SERVICE MODULE UPGRADE LIC:CU



HARMONY v4 & v5 Licenses	
Order Code	Description
H-QPM-AS-M-V4	HARMONY QUALITY AS A SERVICE MODULE V4
H-QPM-AS-M-V5	HARMONY R5 QUALITY AS A SERVICE MODULE LIC:NU
H-QPM-ENTL-R-V5	HARMONY R5 QUALITY/PERFORMANCE MGMT ED REDUN ENTITLE LIC:CU
H-QPM-ENTL-V5	HARMONY R5 QUALITY AND PERFORM MGT ED UPGRADE ENTITLEMENT LIC:CU
H-QPM-M-UPG	HARMONY QUALITY AND PERFORMANCE MANAGEMENT MODULE UPGRADE LIC:CU
H-QPM-M-V4	HARMONY QUALITY AND PERFORMANCE MANAGEMENT MODULE V4 LIC:CU
H-QPM-M-V4R	HARMONY QUALITY AND PERFORMANCE MANAGEMENT MODULE REDUNDANCY V4 LIC:CU
H-QPM-UPG	HARMONY QUALITY AND PERFORMANCE MANAGEMENT EDITION UPGRADE LIC:CU
H-QPM-UPG-R-V5	HARMONY R5 QUALITY/PERFORMANCE MGMT ED REDUN UPGRADE LIC:CU
H-QPM-UPG-V5	HARMONY R5 QUALITY AND PERFORM MANAGEMENT EDITION UPGRADE LIC:CU
H-QPM-V3-T0	HARMONY QUALITY AND PERFORMANCE MANAGEMENT V3 LIC:CU
H-QPM-V4	HARMONY QUALITY AND PERFORMANCE MANAGEMENT EDITION V4 LIC:CU
H-QPM-V4R	HARMONY QUALITY/PERFORMANCE MANAGEMENT EDITION REDUNDANCY V4 LIC:CU
H-QPM-V5	HARMONY R5 QUALITY AND PERFORMANCE MANAGEMENT EDITION LIC:CU
H-QPM-V5R	HARMONY R5 QUALITY/PERFORMANCE MANAGEMENT ED REDUNDANCY LIC:CU
H-RDR-CL-ENTL-R-V5	HARMONY R5 RECORDER EDITION CONCURRENT REDUNDANCY ENTL LIC:CU
H-RDR-CL-ENTL-V5	HARMONY R5 RECORDER EDITION CONCURRENT ENTITLEMENT LIC:CU
H-RDR-CL-UPG	HARMONY RECORDER EDITION V4 CONCURRENT UPGRADE LIC:CU
H-RDR-CL-UPG-R-V5	HARMONY R5 RECORDER EDITION CONCURRENT REDUNDANCY UPGRADE LIC:CU
H-RDR-CL-UPG-V5	HARMONY R5 RECORDER EDITION CONCURRENT UPGRADE LIC:CU
H-RDR-CL-V4	HARMONY RECORDER EDITION V4 CONCURRENT LIC:CU
H-RDR-CL-V4R	HARMONY RECORDER EDITION REDUNDANCY V4 CONCURRENT LIC:CU
H-RDR-CL-V5	HARMONY R5 RECORDER EDITION CONCURRENT CHANNEL LIC:CU
H-RDR-CL-V5R	HARMONY R5 RECORDER EDITION REDUNDANCY CONCURRENT CHANNEL LIC:CU
H-RDR-ENTL-R-V5	HARMONY R5 RECORDER EDITION REDUNDANCY ENTITLE LIC:CU
H-RDR-ENTL-V5	HARMONY R5 RECORDER EDITION UPGRADE ENTITLEMENT LIC:CU
H-RDR-UPG	HARMONY STANDARD RECORDER UPGRADE LIC:CU
H-RDR-UPG-R-V5	HARMONY R5 RECORDER EDITION REDUNDANCY UPGRADE LIC:CU
H-RDR-UPG-V5	HARMONY R5 RECORDER EDITION UPGRADE LIC:CU
H-RDR-V4	HARMONY RECORDER EDITION V4 LIC:CU
H-RDR-V4R	HARMONY RECORDER EDITION REDUNDANCY V4 LIC:CU
H-RDR-V5	HARMONY R5 RECORDER EDITION LIC:CU



HARMONY v4 & v5 Licenses	
Order Code	Description
H-RDR-V5R	HARMONY R5 RECORDER EDITION REDUNDANCY LIC:CU
H-SCR-M-ENTL-R-V5	HARMONY R5 DSKTP SCREEN CAPTURE MOD REDUNDANCY ENTITLE LIC:CU
H-SCR-M-ENTL-V5	HARMONY R5 DESKTOP SCREEN CAPTURE MOD UPGRADE ENTITLEMENT LIC:CU
H-SCR-M-UPG	HARMONY DESKTOP SCREEN CAPTURE MODULE UPGRADE LIC:CU
H-SCR-M-UPG-R-V5	HARMONY R5 DSKTP SCREEN CAPTURE MOD REDUNDANCY UPGRADE LIC:CU
H-SCR-M-UPG-V5	HARMONY R5 DESKTOP SCREEN CAPTURE MODULE UPGRADE LIC:CU
H-SCR-M-V4	HARMONY DESKTOP SCREEN CAPTURE MODULE V4 LIC:CU
H-SCR-M-V4R	HARMONY DESKTOP SCREEN CAPTURE MODULE REDUNDANCY V4 LIC:CU
H-SCR-M-V5	HARMONY R5 DESKTOP SCREEN CAPTURE MODULE LIC:CU
H-SCR-M-V5R	HARMONY R5 DESKTOP SCREEN CAPTURE MODULE REDUNDANCY LIC:CU
H-SMT-M-ENTL-R-V5	HARMONY R5 SILENT MONITORING MODULE REDUNDANCY ENTITLE LIC:CU
H-SMT-M-ENTL-V5	HARMONY R5 SILENT MONITORING MODULE UPGRADE ENTITLEMENT LIC:CU
H-SMT-M-UPG	HARMONY SILENT MONITORING MODULE UPGRADE LIC:CU
H-SMT-M-UPG-R-V5	HARMONY R5 SILENT MONITORING MODULE REDUNDANCY UPGRADE LIC:CU
H-SMT-M-UPG-V5	HARMONY R5 SILENT MONITORING MODULE UPGRADE LIC:CU
H-SMT-M-V4	HARMONY SILENT MONITORING MODULE V4 LIC:CU
H-SMT-M-V4R	HARMONY SILENT MONITORING MODULE REDUNDANCY V4 LIC:CU
H-SMT-M-V5	HARMONY R5 SILENT MONITORING MODULE LIC:CU
H-SMT-M-V5R	HARMONY R5 SILENT MONITORING MODULE REDUNDANCY LIC:CU
H-SPEECH-V3-T0	HARMONY SPEECH ANALYTICS V3 LIC:CU
H-SPH-M-UPG	HARMONY SPEECH ANALYTICS MODULE UPGRADE LIC:CU
H-SPH-M-V4	HARMONY SPEECH ANALYTICS MODULE V4 LIC:CU
H-SPH-M-V4R	HARMONY SPEECH ANALYTICS MODULE REDUNDANCY V4 LIC:CU
H-STD-V3-T0	HARMONY STANDARD EDITION V3 LIC:CU
H-STN-CL-ENTL-R-V5	HARMONY R5 STANDARD EDITION CONCURRENT REDUNDANCY ENTL LIC:CU
H-STN-CL-ENTL-V5	HARMONY R5 STANDARD EDITION CONCURRENT ENTITLEMENT LIC:CU
H-STN-CL-UPG	HARMONY STANDARD EDITION CONCURRENT UPGRADE LIC:CU
H-STN-CL-UPG-R-V5	HARMONY R5 STANDARD EDITION CONCURRENT REDUNDANCY UPGRADE LIC:CU
H-STN-CL-UPG-V5	HARMONY R5 STANDARD EDITION CONCURRENT UPGRADE LIC:CU
H-STN-CL-V4	HARMONY STANDARD EDITION V4 CONCURRENT LIC:CU
H-STN-CL-V4R	HARMONY STANDARD EDITION REDUNDANCY V4 CONCURRENT LIC:CU
H-STN-CL-V5	HARMONY R5 STANDARD EDITION CONCURRENT CHANNEL LIC:CU



HARMONY v4 & v5 Licenses	
Order Code	Description
H-STN-CL-V5R	HARMONY R5 STANDARD EDITION REDUNDANCY CONCURRENT CHANNEL LIC:CU
H-STN-ENTL-R-V5	HARMONY R5 STANDARD EDITION REDUNDANCY ENTITLE LIC:CU
H-STN-ENTL-V5	HARMONY R5 STANDARD EDITION UPGRADE ENTITLEMENT LIC:CU
H-STN-UPG	HARMONY STANDARD EDITION UPGRADE LIC:CU
H-STN-UPG-R-V5	HARMONY R5 STANDARD EDITION REDUNDANCY UPGRADE LIC:CU
H-STN-UPG-V5	HARMONY R5 STANDARD EDITION UPGRADE LIC:CU
H-STN-V4	HARMONY STANDARD EDITION V4 LIC:CU
H-STN-V4R	HARMONY STANDARD EDITION REDUNDANCY V4 LIC:CU
H-STN-V5	HARMONY R5 STANDARD EDITION LIC:CU
H-STN-V5R	HARMONY R5 STANDARD EDITION REDUNDANCY LIC:CU
H-SUR-M-UPG	HARMONY SURVEY MODULE UPGRADE LIC:CU
H-SUR-M-V4	HARMONY SURVEY MODULE V4 LIC:CU
H-SUR-M-V4R	HARMONY SURVEY MODULE REDUNDANCY V4 LIC:CU
H-SUR-V3-T0	HARMONY SURVEY V3 LIC:CU
KS-DTT-CON-V4	HARMONY CICERO CONNECTOR V4 LIC:CU
384221	HARMONY R5 RECORDER EDITION TERM SUBS 1 YR AN PREPD
384222	HARMONY R5 RECORDER EDITION TERM SUBS 1 YR MTHLY
384223	HARMONY R5 RECORDER EDITION TERM SUBS 2 YR AN PREPD
384224	HARMONY R5 RECORDER EDITION TERM SUBS 2 YR MTHLY
384225	HARMONY R5 RECORDER EDITION TERM SUBS 3 YR AN PREPD
384226	HARMONY R5 RECORDER EDITION TERM SUBS 3 YR MTHLY
384227	HARMONY R5 RECORDER EDITION TERM SUBS 4 YR AN PREPD
384228	HARMONY R5 RECORDER EDITION TERM SUBS 4 YR MTHLY
384229	HARMONY R5 RECORDER EDITION TERM SUBS 5 YR AN PREPD
384230	HARMONY R5 RECORDER EDITION TERM SUBS 5 YR MTHLY
384231	HARMONY R5 STANDARD EDITION TERM SUBS 1 YR AN PREPD
384232	HARMONY R5 STANDARD EDITION TERM SUBS 1 YR MTHLY
384233	HARMONY R5 STANDARD EDITION TERM SUBS 2 YR AN PREPD
384234	HARMONY R5 STANDARD EDITION TERM SUBS 2 YR MTHLY
384235	HARMONY R5 STANDARD EDITION TERM SUBS 3 YR AN PREPD
384236	HARMONY R5 STANDARD EDITION TERM SUBS 3 YR MTHLY
384237	HARMONY R5 STANDARD EDITION TERM SUBS 4 YR AN PREPD
384238	HARMONY R5 STANDARD EDITION TERM SUBS 4 YR MTHLY
384239	HARMONY R5 STANDARD EDITION TERM SUBS 5 YR AN PREPD
384240	HARMONY R5 STANDARD EDITION TERM SUBS 5 YR MTHLY
384241	HARMONY R5 QUAL/PERF MGMT ED TERM SUBS 1 YR AN PREPD



HARMONY v4 & v5 Licenses	
Order Code	Description
384242	HARMONY R5 QUAL/PERF MGMT ED TERM SUBS 1 YR MTHLY
384243	HARMONY R5 QUAL/PERF MGMT ED TERM SUBS 2 YR AN PREPD
384244	HARMONY R5 QUAL/PERF MGMT ED TERM SUBS 2 YR MTHLY
384245	HARMONY R5 QUAL/PERF MGMT ED TERM SUBS 3 YR AN PREPD
384246	HARMONY R5 QUAL/PERF MGMT ED TERM SUBS 3 YR MTHLY
384247	HARMONY R5 QUAL/PERF MGMT ED TERM SUBS 4 YR AN PREPD
384248	HARMONY R5 QUAL/PERF MGMT ED TERM SUBS 4 YR MTHLY
384249	HARMONY R5 QUAL/PERF MGMT ED TERM SUBS 5 YR AN PREPD
384250	HARMONY R5 QUAL/PERF MGMT ED TERM SUBS 5 YR MTHLY
384251	HARMONY R5 RECORDER EDITION REDUNDANCY TERM SUBS 1 YR AN PREPD
384252	HARMONY R5 RECORDER EDITION REDUNDANCY TERM SUBS 1 YR MTHLY
384253	HARMONY R5 RECORDER EDITION REDUNDANCY TERM SUBS 2 YR AN PREPD
384254	HARMONY R5 RECORDER EDITION REDUNDANCY TERM SUBS 2 YR MTHLY
384255	HARMONY R5 RECORDER EDITION REDUNDANCY TERM SUBS 3 YR AN PREPD
384256	HARMONY R5 RECORDER EDITION REDUNDANCY TERM SUBS 3 YR MTHLY
384257	HARMONY R5 RECORDER EDITION REDUNDANCY TERM SUBS 4 YR AN PREPD
384258	HARMONY R5 RECORDER EDITION REDUNDANCY TERM SUBS 4 YR MTHLY
384259	HARMONY R5 RECORDER EDITION REDUNDANCY TERM SUBS 5 YR AN PREPD
384260	HARMONY R5 RECORDER EDITION REDUNDANCY TERM SUBS 5 YR MTHLY
384261	HARMONY R5 STANDARD ED REDUNDANCY TERM SUBS 1 YR AN PREPD
384262	HARMONY R5 STANDARD ED REDUNDANCY TERM SUBS 1 YR MTHLY
384263	HARMONY R5 STANDARD ED REDUNDANCY TERM SUBS 2 YR AN PREPD
384264	HARMONY R5 STANDARD ED REDUNDANCY TERM SUBS 2 YR MTHLY
384265	HARMONY R5 STANDARD ED REDUNDANCY TERM SUBS 3 YR AN PREPD
384266	HARMONY R5 STANDARD ED REDUNDANCY TERM SUBS 3 YR MTHLY
384267	HARMONY R5 STANDARD ED REDUNDANCY TERM SUBS 4 YR AN PREPD
384268	HARMONY R5 STANDARD ED REDUNDANCY TERM SUBS 4 YR MTHLY
384269	HARMONY R5 STANDARD ED REDUNDANCY TERM SUBS 5 YR AN PREPD
384270	HARMONY R5 STANDARD ED REDUNDANCY TERM SUBS 5 YR MTHLY
384271	HARMONY R5 QUAL/PERF MGMT ED REDUN TERM SUBS 1 YR AN PREPD
384272	HARMONY R5 QUAL/PERF MGMT ED REDUN TERM SUBS 1 YR MTHLY
384273	HARMONY R5 QUAL/PERF MGMT ED REDUN TERM SUBS 2 YR AN PREPD
384274	HARMONY R5 QUAL/PERF MGMT ED REDUN TERM SUBS 2 YR MTHLY
384275	HARMONY R5 QUAL/PERF MGMT ED REDUN TERM SUBS 3 YR AN PREPD
384276	HARMONY R5 QUAL/PERF MGMT ED REDUN TERM SUBS 3 YR MTHLY
384277	HARMONY R5 QUAL/PERF MGMT ED REDUN TERM SUBS 4 YR AN PREPD
384278	HARMONY R5 QUAL/PERF MGMT ED REDUN TERM SUBS 4 YR MTHLY



HARMONY v4 & v5 Licenses	
Order Code	Description
384279	HARMONY R5 QUAL/PERF MGMT ED REDUN TERM SUBS 5 YR AN PREPD
384280	HARMONY R5 QUAL/PERF MGMT ED REDUN TERM SUBS 5 YR MTHLY
384281	HARMONY R5 DESKTOP TRIGGER TERM SUBS 1 YR AN PREPD
384282	HARMONY R5 DESKTOP TRIGGER TERM SUBS 1 YR MTHLY
384283	HARMONY R5 DESKTOP TRIGGER TERM SUBS 2 YR AN PREPD
384284	HARMONY R5 DESKTOP TRIGGER TERM SUBS 2 YR MTHLY
384285	HARMONY R5 DESKTOP TRIGGER TERM SUBS 3 YR AN PREPD
384286	HARMONY R5 DESKTOP TRIGGER TERM SUBS 3 YR MTHLY
384287	HARMONY R5 DESKTOP TRIGGER TERM SUBS 4 YR AN PREPD
384288	HARMONY R5 DESKTOP TRIGGER TERM SUBS 4 YR MTHLY
384289	HARMONY R5 DESKTOP TRIGGER TERM SUBS 5 YR AN PREPD
384290	HARMONY R5 DESKTOP TRIGGER TERM SUBS 5 YR MTHLY
384291	HARMONY R5 SILENT MONITORING TERM SUBS 1 YR AN PREPD
384292	HARMONY R5 SILENT MONITORING TERM SUBS 1 YR MTHLY
384293	HARMONY R5 SILENT MONITORING TERM SUBS 2 YR AN PREPD
384294	HARMONY R5 SILENT MONITORING TERM SUBS 2 YR MTHLY
384295	HARMONY R5 SILENT MONITORING TERM SUBS 3 YR AN PREPD
384296	HARMONY R5 SILENT MONITORING TERM SUBS 3 YR MTHLY
384297	HARMONY R5 SILENT MONITORING TERM SUBS 4 YR AN PREPD
384298	HARMONY R5 SILENT MONITORING TERM SUBS 4 YR MTHLY
384299	HARMONY R5 SILENT MONITORING TERM SUBS 5 YR AN PREPD
384300	HARMONY R5 SILENT MONITORING TERM SUBS 5 YR MTHLY
384301	HARMONY R5 DESKTOP SCREEN CAPTURE SUBS 1 YR AN PREPD
384302	HARMONY R5 DESKTOP SCREEN CAPTURE SUBS 1 YR MTHLY
384303	HARMONY R5 DESKTOP SCREEN CAPTURE SUBS 2 YR AN PREPD
384304	HARMONY R5 DESKTOP SCREEN CAPTURE SUBS 2 YR MTHLY
384305	HARMONY R5 DESKTOP SCREEN CAPTURE SUBS 3 YR AN PREPD
384306	HARMONY R5 DESKTOP SCREEN CAPTURE SUBS 3 YR MTHLY
384307	HARMONY R5 DESKTOP SCREEN CAPTURE SUBS 4 YR AN PREPD
384308	HARMONY R5 DESKTOP SCREEN CAPTURE SUBS 4 YR MTHLY
384309	HARMONY R5 DESKTOP SCREEN CAPTURE SUBS 5 YR AN PREPD
384310	HARMONY R5 DESKTOP SCREEN CAPTURE SUBS 5 YR MTHLY
384311	HARMONY R5 SILENT MONITORING REDUNDANCY SUBS 1 YR AN PREPD
384312	HARMONY R5 SILENT MONITORING REDUNDANCY SUBS 1 YR MTHLY
384313	HARMONY R5 SILENT MONITORING REDUNDANCY SUBS 2 YR AN PREPD
384314	HARMONY R5 SILENT MONITORING REDUNDANCY SUBS 2 YR MTHLY
384315	HARMONY R5 SILENT MONITORING REDUNDANCY SUBS 3 YR AN PREPD



HARMONY v4 & v5 Licenses	
Order Code	Description
384316	HARMONY R5 SILENT MONITORING REDUNDANCY SUBS 3 YR MTHLY
384317	HARMONY R5 SILENT MONITORING REDUNDANCY SUBS 4 YR AN PREPD
384318	HARMONY R5 SILENT MONITORING REDUNDANCY SUBS 4 YR MTHLY
384319	HARMONY R5 SILENT MONITORING REDUNDANCY SUBS 5 YR AN PREPD
384320	HARMONY R5 SILENT MONITORING REDUNDANCY SUBS 5 YR MTHLY
384321	HARMONY R5 DESKTOP SCREEN CAPTURE REDUNDANCY SUBS 1 YR AN PREPD
384322	HARMONY R5 DESKTOP SCREEN CAPTURE REDUNDANCY SUBS 1 YR MTHLY
384323	HARMONY R5 DESKTOP SCREEN CAPTURE REDUNDANCY SUBS 2 YR AN PREPD
384324	HARMONY R5 DESKTOP SCREEN CAPTURE REDUNDANCY SUBS 2 YR MTHLY
384325	HARMONY R5 DESKTOP SCREEN CAPTURE REDUNDANCY SUBS 3 YR AN PREPD
384326	HARMONY R5 DESKTOP SCREEN CAPTURE REDUNDANCY SUBS 3 YR MTHLY
384327	HARMONY R5 DESKTOP SCREEN CAPTURE REDUNDANCY SUBS 4 YR AN PREPD
384328	HARMONY R5 DESKTOP SCREEN CAPTURE REDUNDANCY SUBS 4 YR MTHLY
384329	HARMONY R5 DESKTOP SCREEN CAPTURE REDUNDANCY SUBS 5 YR AN PREPD
384330	HARMONY R5 DESKTOP SCREEN CAPTURE REDUNDANCY SUBS 5 YR MTHLY
384751	HARMONY R5 RECORDER CONCURRENT CHANNEL SUBS 1 YR AN PREPD
384752	HARMONY R5 RECORDER CONCURRENT CHANNEL SUBS 1 YR MTHLY
384753	HARMONY R5 RECORDER CONCURRENT CHANNEL SUBS 1 YR AN PREPD
384754	HARMONY R5 RECORDER CONCURRENT CHANNEL SUBS 1 YR MTHLY
384755	HARMONY R5 RECORDER CONCURRENT CHANNEL SUBS 1 YR AN PREPD
384756	HARMONY R5 RECORDER CONCURRENT CHANNEL SUBS 1 YR MTHLY
384757	HARMONY R5 RECORDER CONCURRENT CHANNEL SUBS 1 YR AN PREPD
384758	HARMONY R5 RECORDER CONCURRENT CHANNEL SUBS 1 YR MTHLY
384759	HARMONY R5 RECORDER CONCURRENT CHANNEL SUBS 1 YR AN PREPD
384760	HARMONY R5 RECORDER CONCURRENT CHANNEL SUBS 1 YR MTHLY
384761	HARMONY R5 STANDARD CONCURRENT CHANNEL SUBS 1 YR AN PREPD
384762	HARMONY R5 STANDARD CONCURRENT CHANNEL SUBS 1 YR MTHLY
384763	HARMONY R5 STANDARD CONCURRENT CHANNEL SUBS 2 YR AN PREPD
384764	HARMONY R5 STANDARD CONCURRENT CHANNEL SUBS 2 YR MTHLY
384765	HARMONY R5 STANDARD CONCURRENT CHANNEL SUBS 3 YR AN PREPD
384766	HARMONY R5 STANDARD CONCURRENT CHANNEL SUBS 3 YR MTHLY
384767	HARMONY R5 STANDARD CONCURRENT CHANNEL SUBS 4 YR AN PREPD
384768	HARMONY R5 STANDARD CONCURRENT CHANNEL SUBS 4 YR MTHLY
384769	HARMONY R5 STANDARD CONCURRENT CHANNEL SUBS 5 YR AN PREPD
384770	HARMONY R5 STANDARD CONCURRENT CHANNEL SUBS 5 YR MTHLY
384941	HARMONY R5 RCDR REDUN CONCURRENT CHANNEL SUBS 1 YR AN PREPD
384942	HARMONY R5 RCDR REDUN CONCURRENT CHANNEL SUBS 1 YR MTHLY



HARMONY v4 & v5 Licenses	
Order Code	Description
384943	HARMONY R5 RCDR REDUN CONCURRENT CHANNEL SUBS 2 YR AN PREPD
384944	HARMONY R5 RCDR REDUN CONCURRENT CHANNEL SUBS 2 YR MTHLY
384945	HARMONY R5 RCDR REDUN CONCURRENT CHANNEL SUBS 3 YR AN PREPD
384946	HARMONY R5 RCDR REDUN CONCURRENT CHANNEL SUBS 3 YR MTHLY
384947	HARMONY R5 RCDR REDUN CONCURRENT CHANNEL SUBS 4 YR AN PREPD
384948	HARMONY R5 RCDR REDUN CONCURRENT CHANNEL SUBS 4 YR MTHLY
384949	HARMONY R5 RCDR REDUN CONCURRENT CHANNEL SUBS 5 YR AN PREPD
384950	HARMONY R5 RCDR REDUN CONCURRENT CHANNEL SUBS 5 YR MTHLY
384951	HARMONY R5 STANDARD REDUN CONCURRENT CHANNEL SUBS 1 YR AN PREPD
384952	HARMONY R5 STANDARD REDUN CONCURRENT CHANNEL SUBS 1 YR MTHLY
384953	HARMONY R5 STANDARD REDUN CONCURRENT CHANNEL SUBS 2 YR AN PREPD
384954	HARMONY R5 STANDARD REDUN CONCURRENT CHANNEL SUBS 2 YR MTHLY
384955	HARMONY R5 STANDARD REDUN CONCURRENT CHANNEL SUBS 3 YR AN PREPD
384956	HARMONY R5 STANDARD REDUN CONCURRENT CHANNEL SUBS 3 YR MTHLY
384957	HARMONY R5 STANDARD REDUN CONCURRENT CHANNEL SUBS 4 YR AN PREPD
384958	HARMONY R5 STANDARD REDUN CONCURRENT CHANNEL SUBS 4 YR MTHLY
384959	HARMONY R5 STANDARD REDUN CONCURRENT CHANNEL SUBS 5 YR AN PREPD
384960	HARMONY R5 STANDARD REDUN CONCURRENT CHANNEL SUBS 5 YR MTHLY
385011	HARMONY R5 RECORDER EDITION SUB LIC:CU
385012	HARMONY R5 STANDARD EDITION SUB LIC:CU
385013	HARMONY R5 QUALITY/PERFORMANCE MANAGEMENT EDITION SUB LIC:CU
385014	HARMONY R5 RECORDER EDITION REDUNDANCY SUB LIC:CU
385015	HARMONY R5 STANDARD EDITION REDUNDANCY SUB LIC:CU
385016	HARMONY R5 QLTY/PERFORM MNGT EDITION REDUNDANCY SUB LIC:CU
385017	HARMONY R5 DESKTOP TRIGGER SUB LIC:CU
385018	HARMONY R5 SILENT MONITORING SUB LIC:CU
385019	HARMONY R5 DESKTOP SCREEN CAPTURE SUB LIC:CU
385020	HARMONY R5 SILENT MONITORING REDUNDANCY SUB LIC:CU
385021	HARMONY R5 DSKTP SCRNR CAPT REDUNDANCY SUB LIC:CU
385030	HARMONY R5 RECORDER CONCURRENT CHANNEL SUB LIC:CU
385031	HARMONY R5 STANDARD CONCURRENT CHANNEL SUB LIC:CU
385032	HARMONY R5 RECORDER REDUNDANCY CONCURRENT CHANNEL SUB LIC:CU
385033	HARMONY R5 STANDARD REDUNDANCY CONCURRENT CHANNEL SUB LIC:CU
398641	HARMONY R5 CONNECTOR FOR OTHER



Mitigation Strategy

A possible replacement to be considered is the Avaya IX Workforce Engagement v15.2 based on the features and functionality currently used by customers of AIXWES/AWFOS and Harmony.

Harmony 4.x customers with Speech / Survey are requested to consider Avaya IX Workforce Engagement v15.2 or above or other 3rd Party solutions available on the DevConnect, depending on the customer choice.

AIXWES/AWFOS/Harmony Speech Analytics module is no longer offered starting 12th June 2020

Schedule

End of Sale Date (last day to order new systems)	31-Aug-2020
End of Manufacturer Support for SOFTWARE	
AIXWES/AWFOS & Harmony 5.3	31-Dec-2023
AIXWES/AWFOS & Harmony 5.2.x	30-June-2022
AIXWES/AWFOS & Harmony 5.0 to 5.1.x	31-Dec-2021
Harmony up to 4.x (with Survey/Speech)	31-Dec-2021
Harmony up to 4.x (without Survey/Speech)	30-Jun-2021
End of Manufacturer Support for HARDWARE	Not Applicable
System expansions & Upgrades (AIXWES/AWFOS & Harmony 5.x)	31-Dec-2022
Last day to purchase a new Avaya services contract (Note: Contracts should not extend beyond 31-Dec-2023)	31-Aug-2020
Targeted End of Services Support	
AIXWES/AWFOS & Harmony 5.3	31-Dec-2024
AIXWES/AWFOS & Harmony 5.2.x	30-Jun-2022
AIXWES/AWFOS & Harmony 5.0 to 5.1.x	31-Dec-2021
Harmony up to 4.x (with Survey/Speech)	31-Dec-2021
Harmony up to 4.x (without Survey/Speech)	30-Jun-2021
End of Sale of Upgrade Advantage	12-Jun-2020

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.

Please note that all support and licensing requests should be sent to the asasupport@avaya.com mailbox until further notice.

Additional Information

Avaya website:

<http://www.avaya.com>

Avaya End-of-Sale Notices:

<http://support.avaya.com>



APPENDIX

Avaya IX Workforce Engagement Select (AIXWES) formerly known as AWFOS & Harmony
End of Sale FAQs

Q1. Will licenses be sold to new customers after the announcement of AIXWES/AWFOS & Harmony end of sale?

A1. Licenses to new customers will be sold after the announcement of end of sale up to August 31, 2020, the effective end of sale date.

Q2. Will licenses be sold to new customers after August 31, 2020, the effective end of sale date?

A2. No, license to new customers will not be sold after August 31, 2020, the effective end of sale date.

Q3. Can existing AIXWES/AWFOS & Harmony customers buy add-on licenses on their existing deployments? If so, up to what date?

A3. Yes, the add on licenses will be sold up to

AIXWES/AWFOS & Harmony 5.x	31-Dec-2022
Harmony 4.x (with Survey/Speech)	31-Dec-2021
Harmony 4.x (without Survey/Speech)	30-Jun-2021

Q4. Do customers receive maintenance support services after the effective end of sale date?

A4. Yes, customers under active service contracts will receive support services after the effective end of sale date.

Q5. Can I still purchase Upgrade Advantage?

A5. No, As AIXWES/AWFOS & Harmony v5.3 is the last GA build available and no new solution releases.