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End of Manufacturer's Support Notification for Avaya Call Management System (CMS) SUN V880 Platform

As of **January 31, 2009**, Avaya will no longer provide Manufacturer's Support for the Sun V880 platform used by CMS. As of that date, hard disk expansion and same platform upgrade to CMS R14.x via CMS Upgrade Express (CUE) can no longer be purchased. Avaya will continue to provide on-site support and spare parts for Sun V880 through the Extended Support services. It is recommended that customers work with their Avaya Client Executive or Authorized Business Partner to upgrade their platform and software to the latest CMS release or new reporting platform Avaya IQ.

Upgrading your CMS system will provide you with new features and functionalities to optimize the performance of your contact center. Avaya also offers tremendous value through its extensive Contact Center solutions portfolio. With Avaya's Customer Interaction Suite, you can support customer segmentation strategies, improve customer retention through more personal and consistent service, and pinpoint trends to create more up-sell and cross-sell opportunities.

Discontinued SAP Codes

SAP Code	Description	Effective Date
217522	**CMS R14.1 CUE SFTW DISKS SFV880**	Jan 31, 2009
217523	**CMS R14.1 CUE SFTW DISKS SFV880 UIP**	Jan 31, 2009
700341951	**CMS ADDL 73GB DISK DRIVE PAIR V880**	Jan 31, 2009
700291636	**CMS DISK 73GB FOR SFV880**	Jan 31, 2009
176065	**SUNFIRE V880 SUN INTL MAINTENANCE**	Jan 31, 2009

Offer Strategy

Avaya now offers the following alternative solution: Avaya CMS Release 14 is currently generally available. The Sun Fire V890 and Netra 210 platforms are the large and medium size platform for CMS R14.x respectively. A Sun V880 platform can be upgraded to CMS R14.x and SUN Fire V890 or Netra 210 platform through the normal upgrade process.

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If the customer wants to upgrade to CMS R14.x reusing their existing Sun V880, they can do so via the CUE prior to Jan 31, 2009. CUE will not be available for purchase after that day.

A few highlights of the Sun Fire V890 platform, Netra 210 platform and CMS R14 Software are shown below:

SUN Fire V890

- Multi-processors, disk mirroring and power redundancy give you the horse power and overall system availability for large contact center deployment
- Highly scalable architecture featuring choices of 2 to 8 CPU and 8 to 32G memory protects your investment and supports your Flatten, Consolidate and Extend strategy

Netra 210

- Disk mirroring option improves overall system availability and data integrity
- 3G memory option protects your investment and gives you more capacity to grow

CMS 14

- Increased capacity in agents, skill pairs and measured trunks supporting Flatten, Consolidate, and Extend (FCE) strategy
- New reports show the results delivered by Business Advocate
- High Availability and Survivable CMS configuration ensures ongoing data collection and reporting during network outages
- Expanded AUX reason codes for finer granularity of agent tracking
- Ready for transition to new reporting platform Avaya IQ at your Path, Pace and Choice.

Customer can also choose to migrate from CMS to the new reporting platform Avaya IQ:

Avaya IQ

- The new reporting platform for the Avaya Customer Interaction Suite
- Supports Call Center and Proactive Contact blended agents with the current release. Additional data sources will be added in the near future
- Provides web interfaces, integrated summary and detailed data, data export and data import, a distributed scalable architecture, and flexible, granular roles and permissions capabilities
- Innovative agent behaviors reports and support for multiple time zones.

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Next Steps:

Your Avaya Client Executive, or Authorized Business Partner, is available to discuss your particular contact center needs today and to assist you in planning for the future. Please feel free to contact your Avaya Client Executive or Authorized Business Partner as soon as possible to discuss your particular contact center needs today and in the future. They will assist you in determining how Avaya's enhanced new reporting functionality in CMS R14.x or Avaya IQ can help you to optimize your business, and help you analyze approaches that will enhance your contact center operations. Your individual analysis will be based on your own specific business goals and current infrastructure.

Additional information about Avaya's extensive Contact Center solutions portfolio can be found on our website at http://www.avaya.com

Minimum Period of Support

The Minimum Period of Support represents the minimum period of time after the product end of sale date, during which Avaya will make available support for the product per the Avaya's 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.

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
http://support.avaya.com/japple/css/japple?PAGE=Home

For additional Information about Avaya solutions, please visit the Avaya business solutions web site (www.avaya.com).

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