



End of Support Notification for Avaya Call Management System (CMS) Release 13 and Release 13.1

As of 4 May 2009, Avaya will no longer provide support for CMS R13/R13.1 and R13 CMS Supervisor. As of that date, capacity expansion to existing R13/R13.1 CMS systems (such as additional CMS Supervisor licenses, additional agents, and features) can no longer be purchased. License moves among R13 / R13.1 systems will no longer be supported, and no new software updates will be created. Avaya will continue to honor existing Service Agreements that extend beyond that date through the duration of the contract.

On January 12, 2009, the Avaya CMS Release 15 becomes generally available. Upgrading your CMS system will provide you with a hardware platform refresh and allow you to optimize the performance of your contact center. Upgrading to the new release gives you the freedom to expand, consolidate and redeploy contact center resources in response to business needs. 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 Material Code	Description	Effective Date
181301	CMS R12/R13 LIC REPORT DESIGNER LITE	May 4, 2009
181302	CMS R12/R13 LIC REPORT DESIGNER MED	May 4, 2009
181586	CMS R12/R13 LIC REPORT DESIGNER LG	May 4, 2009
181587	CMS R12/R13 RPT DESIGNNR SM TO LG UPG	Dec 08, 2008
700342330	CMS R13 SFTW NTWK RPTG CD	May 4, 2009
700416803	CMS R13.1+ SFTW VIS VECTORS SRVR CD	May 4, 2009
700416811	CMS R13+ SFTW SUPV CD-ROM	May 4, 2009

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SAP Material Code	Description	Effective Date
700419955	CMS SFTW R13.1+ CUE CD	Dec 08, 2008

Offer Strategy

- Avaya will now offer the following alternative solution: Avaya CMS Release 15. A CMS R13 / R13.1 system can be upgraded to the CMS R15 through the normal upgrade process. Upgrading your CMS system will provide you with robust new features and functionality, offer support to your mission critical applications, and allow you to optimize the performance of your contact center. For more details please reference the CMS R15 GA and R14 EOS customer announcement.

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 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>

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>

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