



End of Sale Notice

Notification Date: October 24, 2011

Revision Date: January 21, 2013

Effective Date: February 6, 2012

Subject: Product Transition from Voice Portal 5.1 to Avaya Aura[®] Experience Portal 6.0

Theatre/Region: All Regions

Revision History

Revision Date	Reason for change
21-Jan-2013	Extending the sale date for Voice Portal 5.1 system expansions post-End of Sale and software support.

Summary

Avaya Aura[®] Experience Portal 6.0 (AAEP) is the next, rebranded, release of Avaya Voice Portal and with the release of Experience Portal 6.0, Voice Portal 5.1 will no longer be made available for sale.

Experience Portal is a web-service enabled platform built to support the standards driving the enterprise communication market and the rapidly evolving needs of the contact center and IT manager. Experience Portal is a highly scalable, highly reliable platform for inbound automated voice, video and mobile (with Customer Connect Mobile) applications and outbound voice, video, email and SMS interactions with Proactive Outreach Manager.

Experience Portal delivers enterprise-grade voice and video self-service utilizing the latest standards:

- VoiceXML – Voice XML for self-service dialogs
- CCXML – Call Control XML for telephony control
- SMIL – Synchronized Multimedia Integration for video content
- SRGS/SISR – Speech Recognition Grammar/Semantic Interpretation for automated speech recognition
- SIP/H.323 – for telephony control
- WSDL/SOAP – for providing communication services through a web-service interface

The Experience Portal Manager provides a multi-tenant capable management interface allowing organizations to administer and manage their automated service applications independently with full roles-based access control. Experience Portal applications built with Dialog Designer or Orchestration Designer may also be administered from the web-based user interface allowing managers to modify application prompts, menu keys and application logic without service interruption or involving application developers. The fully integrated reporting tools enable



managers to view the operational efficiencies of the platform as well as monitor the key performance indicators of the automated service applications.

With Experience Portal 6.0, we are pleased to introduce:

- Intelligent Customer Routing – a feature of Experience Portal that provides advanced customer service at the point of entry to the enterprise offering an extremely flexible system for handling call treatment, call segmentation and enterprise-routing using Best Service Routing (BSR) across all geographic regions and available resources.
- Avaya Aura® Contact Center integration –
 - IVR treatments in front/behind
 - Ability to pass data (context)
- Platform for a wide array of pre-packaged applications
 - Proactive Outreach Manager
 - Callback Assist
 - Speech Dial
- Support for Red Hat Enterprise Linux Server 6.0
- Privacy Manager role for additional protection of sensitive information

Experience Portal 6.0 is a software upgrade for Voice Portal 5.x customers.

Effective February 6, 2012 Avaya will no longer sell (make commercially available) new Voice Portal 5.1 systems.

Discontinued Order Codes and Migration Strategy

Discontinued Codes

Material Code	Description
218227	VP 5.X RFA ENABLEMENT HW BNDL
218228	VP 5.X RFA ACTIVATION SW ONLY
218229	VP 5.X RFA UPGRADE ACTIVATION
218231	VP 5.X LAB SYS
218290	VP 5.X LAB SYS UPG (not in ASD)
218232	VP 5.X LAB SYS ENTITLE (not in ASD)
218157	VP 5.X PER PORT LIC UPG (w/o SS+U)
218166	VP 5.X PER PORT ENTITLE (w/ SS+U or 86/87)
218175	VP 5.X PER PORT MIGR FRM AVAYA IVR
218184	VP 5.X PRT MIGR FRM AVAYA IVR SP PKG
218193	VP 5.X PER PORT IR MIGRATION (IR TO VP)
218211	VP 5.X PER PORT DR UPG LIC (not in ASD)
218220	VP 5.X PER PORT DR LIC ENTITLE (not in ASD)
218422	VP 5.X ASR PROXY 3PTY CONN UPG
218224	VP 5.X ASR PROXY 3PTY CONN ENTITLE
218423	VP 5.X TTS PROXY 3PTY CONN UPG
218226	VP 5.X TTS PROXY 3PTY CONN ENTITLE
226824	VP 5.X PER PORT CONN LIC ENTITLE CM5.X
228763	VP 5.X PER PORT CONN LIC ENTITLE CM6.X



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System Expansion post-End of Sale

New system sales and system upgrade sales will end on the date indicated, however, the capacity of installed systems may be increased until the date indicated for End of System Additions.

Effective February 3, 2014, Avaya will no longer sell (make commercially available) additions or expansions to existing Voice Portal 5.1 systems.

Discontinued SAP codes for System Additions

Material Code	Description
700480221	VOICEPRTL 5.1 SFTW ONLY MEDIA
700480239	VOICEPRTL 5.1 HDWR BNDL MEDIA
218106	VP 5.X PER PORT LIC NEW (VP 5.X PER PORT LIC NEW)
218115	VP 5.X PER PORT LIC NEW SPCH PKG
218130	VP 5.X PER SESSION SIP SIGNALING LIC (Not in ASD)
218139	VP 5.X PER PORT ANNC LIC (Not in ASD)
218148	VP 5.X PER PORT IVVR LIC
229300	VP5.1 ENH PER PORT CALL CLASS LIC
229301	VP5.1 ENH PER PT CALL CLASS TRACKING LIC
263616	VP 5.X MEDIA ENCRYPTION
218202	VP 5.X PER PORT DR LIC (not in ASD)
218221	VP 5.X ASR PROXY CONNECT
218222	VP 5.X TTS PROXY CONNECT
218223	VP 5.X ASR PROXY 3PTY CONN
218225	VP 5.X TTS PROXY 3PTY CONN
226823	VP 5.X PER PORT CONN LIC CM5.X *
226916	VP 5.X PT CONN LIC CM5+ VSP RTU *
228762	VP 5.X PER PORT CONN LIC CM6.X *

* January 21, 2013 - Revision Note: these CM Port connect codes initially included in this End of Sale notice have been replaced with new codes per the January 7, 2013 notice, "End of Sale – Replacement of Avaya Voice Portal / Avaya Aura® Experience Portal H.323 Port Connect Licenses". Refer to that notice for the replacement codes.

Migration Strategy

Avaya now offers Avaya Aura® Experience Portal. Experience Portal is now available and is the next release of Avaya Voice Portal. Voice Portal customers are encouraged to upgrade to Experience Portal 6.0.

Material Code	Description
700501714	AAEP 6.0 SFTW ONLY MEDIA
700501715	AAEP 6.0 HDWR BNDL MEDIA



Additional information about the Experience Portal offer and material code details are described in the offer document on the Job Aids section of the Sales & Partner portal.

<https://enterpriseportal.avaya.com/ptlWeb/gs/products/P0407/JobAidsTools>



Schedule

End of Sale Date (last day to order new systems)	06-Feb-2012
End of Manufacturer Support for SOFTWARE *	03-Feb-2014
End of Manufacturer Support for HARDWARE *	N/A
Last day to purchase system expansions	03-Feb-2014
Last day to purchase a new Avaya services contract *	03-Feb-2014
Targeted End of Services Support**	03-Feb-2019

** 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.*

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.

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