



End of Sale Notice

Notification Date: 4-April-2012
Effective Date: 4-June-2012
Subject: NICE Resale Solutions
Release 8.9 and Perform 3.x
Theatre/Region: All worldwide

Summary

Effective June 4, 2012, Avaya will no longer make commercially available NICE resale solutions Release 8.9 and Perform 3.x (includes 3.0, 3.1, 3.2, and 3.5) for new system or upgrade solutions. Expansions of existing NICE Perform 3.2 and 3.5 systems will be allowed for an additional year, until June 3, 2013. The Avaya Aura® Workforce Optimization (WFO) solution or resale of the new NICE Interaction Management (NIM) 4.1 system are now available as replacements.

Fyi – Avaya never offered NICE Perform 3.3 or 3.4 releases to the market.

Discontinued Order Codes and Migration Strategy

Discontinued Codes

Material Code	Description
188336	NICE 8400 HRS ON LINE WITH RAID5
188339	NICE 17000 HRS ON LINE WITH RAID 5
188340	NICE 17000 HRS WITH HOT SWAP RAID 5
188342	NICE SINGLE AIT1 DRIVE 3000/4500 HRS
188343	NICE DUAL AIT1 DRIVES
188345	NICE DUAL AIT2 DRIVES
188346	NICE SINGLE DVD DRV
188347	NICE DUAL DVD DRVS PER DVD
188348	NICE SINGLE DDS4 DAT DRIVE
188349	NICE DUAL DDS4 DAT DRIVES
188350	NICE 10 ANLG OUTPUT CH
189375	NICE CMAPI VOICE LGR SW ONLY W/ CTI INTG
189382	NICE CMAPI QLTY MGMT PKG FIRST 80 SEATS
189383	NICE CMAPI QLTY MGMT PER SEAT 81-250
189384	NICE CMAPI QLTY MGMT PER SEAT 251-650
189385	NICE CMAPI QLTY MGMT PER SEAT OVR 650
189386	NICE AGENT SCRNR RECORD PER SEAT 1ST 250
189387	NICE AGENT SCRNR RECORD PER SEAT 251-650
189388	NICE AGENT SCRNR RECORD PER SEAT OVR 650
189389	NICE ADDL 50 CNCRNT SCRNR REC CH 51-200



189390	NICE ADDL 50 CNCRNT SCRNR REC CH 201-400
189392	NICE STG CTR PRO PKG CMAPI FIRST 50 CH
189393	NICE STG CTR PRO 50 CH PKG CMAPI 51-300
189394	NICE STG CTR PRO 50 CH PKG CMAPI 301-800
189395	NICE STG CTR PRO 50 CH PKG CMAPI OVR 800
189397	NICE STG CTR ENT PKG CMAPI FIRST 50 CH
189398	NICE STG CTR ENT 50 CH PKG CMAPI 51-300
189400	NICE STG CTR ENT 50 CH PKG CMAPI OVR 800
193499	NICE CF III 8CH BNDL
193501	NICE CF III 16CH BNDL
193502	NICE CF III 20CH BNDL
193503	NICE CF III 24CH BNDL
193504	NICE CF III 28CH BNDL
193505	NICE CF III 32CH BNDL
193516	NICE CF III 36CH BNDL
193517	NICE CF III 40CH BNDL
193518	NICE CF III 44CH BNDL
193519	NICE CF III 48CH BNDL
194090	NICE 3500HR G711 28000HR G729A RAID5
194356	NICE SYS REPL UPG TO NICE PERFORM
194360	NICE SYS REPL UPG TO NICE 8.9
194445	NICE APPS UPG 8.X TO 8.9 LGR ONLY
195065	NICE CF III 4 CH BUNDLE APAC
195066	NICE CF III 8 CH BUNDLE APAC
195067	NICE CF III 12 CH BUNDLE APAC
195068	NICE CF III 16 CH BUNDLE APAC
195069	NICE CF III 20 CH BUNDLE APAC
195070	NICE CF III 24 CH BUNDLE APAC
195071	NICE CF III 28 CH BUNDLE APAC
195072	NICE CF III 32 CH BUNDLE APAC
195073	NICE CF III 36 CH BUNDLE APAC
195075	NICE CF III 44 CH BUNDLE APAC
195076	NICE CF III 48 CH BUNDLE APAC
196172	NICE DUPLEX COUPLER 12 DGTL EXTNS
196176	NICE 16,800HR RAID5 DISK MIRRORING
196189	NICE 7,800HR RAID5
196240	NICE SNGL AIT TURBO DRIVE 4800HR
196266	NICE VoIP LGR FOR PASSIVE REC REDUN
201305	NICE 6CH ANLG OUT
201306	NICE DTMF REC ON DEMAND
188393	NICE AV IP RAS DYN COMPACT IP LGR
188396	NICE COMPACT IP LOGGER AVAYA
188401	NICE COMPACT IP LGR CISCO CM SK CCP
188408	NICE NON CHARGEABLE OPTION
188479	NICE CLS BASIC SRVR SW ONLY
188480	NICE CLS SRVR LIC PER 50 SEATS



188481	NICE TOTAL RECORD SW LIC PER SERVER
188482	NICE SELECTIVE RECORD SW LIC SRVR
188483	NICE RECORD ON DEMAND SW LIC SRVR
188486	NICE CLS SW LIC FOR QM FIRST 300
188487	NICE CLS SW LIC FOR QM 301 TO 700
188488	NICE CLS SW LIC FOR QM OVER 700
188492	NICE AVAYA CTI LINK AVAYA CT
188495	NICE AVAYA CTI LINK ASAI CVLAN
188496	NICE AVAYA CTI LINK GENESYS
188497	NICE AVAYA PDS AVAYA PBX EVENT SVC
188504	NICE AVAYA CDR LINK
188507	NICE CDR LINK LIC:SR
188521	NICE AVAYA IP RAS DECODER
188538	NICE SCREEN LOGGER BASIC SW ONLY
188539	NICE AGT SCRNR REC SEAT 1ST 300 SEAT
188540	NICE AGT SCRNR REC SEAT 301 TO 700
188541	NICE AGT SCRNR REC SEAT OVER 700
188542	NICE QUERY USR LIC FIRST 40 USERS
188543	NICE QUERY USR ADD OVER 40 USERS
188544	NICE MNTR USER LIC FIRST 40 USERS
188545	NICE MNTR USER ADD OVER 40 USERS
188546	NICE ADDL SUPERVISION USER LIC
188548	NICE BASIC SW PKG FOR NICELOG ONLY
188550	NICE ROD SNGL SEAT ADD 301 TO 700
188551	NICE ROD SNGL SEAT LIC ADD OVER 700
188552	NICE BUS DATA FOR MONITOR APP SITE
188553	NICE FREE-SEAT NICE NET LOGIN SITE
188554	NICE UNIVERSE WEB SVR SW 5 USR LIC
188555	NICE UNIVERSE FIRST 40 LICENSE
188556	NICE UNIVERSE ADDNL USR 41 TO 80
188557	NICE UNIVERSE ADDNL OVER 81 USRS
188563	NICE UNIVERSE 8.9 APPS NON-ENGLISH
188582	NICE STORAGE CENTER BASIC SERVER SW
188583	NICE STORAGE CENTER PER 50 CH LIC
188584	NICE STORAGE CENTER WITH IBM TIVOLI
188585	NICE STORAGE CENTER WITH EMC CENTERA
188587	NICE SNMP SUPPORT PER SYSTEM
189823	NICE CMAPI ALL CALLS REC PKG PER SEAT
189824	NICE CMAPI INTR PKG PER SEAT 1ST 250
189825	NICE CMAPI INTR PKG PER SEAT 251 650
189916	NICE CMAPI INTR PKG PER SEAT OVER 650
190177	NICE NON-ENG INTF FOR NON-QM APP SUITE
190180	NICE NON ENGLISH INTF STD QM APP SUITE
193498	NICE CF III 4CH BNDL
193530	NICE CF III DUAL AIT TURBO DRV 9600 HR
194359	NICE UPG NICE PFRM LGR FEATURE



194361	NICE UNIV/CLS UPG BY FEATURE 8.9
194362	NICE VCE LOGGER SYS UPG TO 8.9
194363	NICE 8.9 LGR UPG BY FEAT DISK DRIVES
194365	NICE 8.9 VoIP LGR UPG BY FEATURE
194432	NICE STG CTR UPG FROM 8.9
194437	NICE CLS UPG FROM 8.X TO 8.9
194441	NICE UNIV UPG 8.X TO 8.9
194447	NICE STG CTR - UPG TO 8.9
195156	NICE CMAPI QLTY MGMT PKG FIRST 120 ST
195157	NICE CMAPI QLTY MGMT PER ST 121-250
195158	NICE CMAPI QLTY MGMT PER ST 251-650
196093	NICE NON-AV CTI LINK LIC:SR
196116	NICE ANI-ALI ANNOTATER
196162	NICE GENESYS IPMX
196192	NICE UNIVERSE 8.9 COMPACT NON ENGLISH
196267	NICE VoIP LGR FOR PASSIVE REC 60 LIC
196269	NICE ADDL 4 REC CH NICE VoIP LGR SFTW
196270	NICE ADDL 4 REC NICE VoIP LGR 32 SFTW
196271	NICE VoIP LGR HW UPG KIT TO V9.1 +SFTW
196272	NICE VoIP LGR FORKLIFT TO V9.1 SFTW
196274	NICE CA FAX ALARM SFTW
196275	NICE UPG EXISTING 8.9 VoIP FEAT
196498	NICE ADV COMPRESSION UP TO 450CH
196499	NICE ADV COMPRESSION UP TO 496CH
196525	NICE STD PACKAGE LIC 80 SEATS SITE
196529	NICE ADV PKG LIC 80 SEATS SITE
196537	NICE CUSTMR FEEDBACK BASIC PKG 8PT SFTW
197557	NICE ADDTL NMS STA LIC
197582	NICE PRFM SCR REC 1ST 250 LIC PER SEAT
197583	NICE PRFM SCR REC 251-650 LIC PER SEAT
197584	NICE PRFM SCR REC OVER 650 LIC PER SEAT
197617	NICE PRFM STORG CTR PRO PKG 1ST 50 CH
197618	NICE PRFM STORG CTR PRO CH 51-300 PER
197620	NICE PRFM STORG CTR PRO CH >801 PER
197622	NICE PRFM STORG CTR ENT CH 51-300 PER
197623	NICE PRFM STORG CTR ENT CH 301-800 PER
197624	NICE PRFM STORG CTR ENT CH >801 PER
197625	NICE PRFM ADDTL STORG CTR SRVR PRO
197626	NICE PRFM ADDTL STORG CTR SRVR ENT
197667	NICE CF III ROD SNGL ST LIC FIRST 300
197674	NICE CF III PUBLIC SAFETY BSC PKG APPS
197679	NICE CF III ANI-ALI DRIVER
197682	NICE CF III CDR LINK
198128	NICE VoIP LGR FOR PASSIVE REC SW
198129	NICE ADDL 4 REC CH NICE VoIP LGR
201315	NICE IP PHONE APPL EXPRESS SRVR LIC



201318	NICE SEAT LIC IP PHONE APPL 300 LIC
201319	NICE SEAT LIC IP PHONE APPL 400 LIC
201320	NICE SEAT LIC IP PHONE ADDL LIC 700+
201321	NICE 5 PLAYBACK CALLS SUPT SVC
201322	NICE 20 PLAYBACK CALLS SUPT SVC
201323	NICE 60 PLAYBACK CALLS SUPT SVC
201327	NICE MEDIA DUPLICATOR SFTW ONLY
201328	NICE RTS SFTW ONLY
206074	NICE DUAL AIT1 DRIVES 9000HR SEQTL MODE
206075	NICE SNGL AIT2 DRIVE 4500/6100 HRS
206076	NICE DUAL AIT2 DRIVES 12200HR SEQTL MODE
206282	NICE SNGL DDS4 DAT DRIVE 2500 HRS
206283	NICE DUAL DAT DRIVES 5000 HR SEQTL MODE
206286	NICE DUAL DRIVES 1220 HRS PER DVD
206288	NICE ADDL NMS NTWK MGMT SYS STA LIC
206289	NICE AUDIO ANLYS ON DUAL CPU SRVR LIC
206291	NICE ADV LIC ADDL 200 ST 51 TO 250
206292	NICE ADV LIC ADDL 550 ST 251 TO 800
206294	NICE ADV PKG LIC TO 50 ST
206298	NICE ADV PKG ADDL LIC OVER 501 ST
206308	NICE WORKFLOW ADDL LIC OVER 501
206310	NICE CALL FLOW ANLYS LIC FIRST 250 ST
206311	NICE CALL FLOW ANLYS 550 ST 251 TO 800
206318	NICE COACHING LIC FIRST 250 ST
206319	NICE COACHING LIC ADDL 550 ST 251 TO 800
206321	NICE MEDIA BASIC PKG ENCRPTD MGMT MOD
206332	NICE NON-ENGLISH INTF NICE PRFRM APPLS
206333	NICE SCORING CLSFCTN LIC FIRST 250 ST
206334	NICE SCORING CLSFCTN 550 ST 251 TO 800
206336	NICE ENCRPTD SCR N RCDG CH PRC PER CH
206337	NICE SCR NSENSE LIC FIRST 250 TO 250 ST
206338	NICE SCR NSENSE LIC 550 ST 251 TO 800
206339	NICE SCR NSENSE LIC ADDL OVER 800 ST
206340	NICE STD LIC ADDL 200 ST 51 TO 250
206341	NICE STD LIC ADDL 550 ST 251 TO 800
206343	NICE STD PKG LIC TO 50 ST SITE
206354	NICE ENCRPTD VCE RCDG CH
206377	NICE RTS INSTALLATION KIT SNGL AIT1
206378	NICE RTS INSTALLATION KIT DUAL AIT1
206379	NICE RTS INSTALLATION KIT SNGL AIT2
206380	NICE RTS INSTALLATION KIT SNGL DDS4
206381	NICE RTS INSTALLATION KIT DUAL DDS4
206382	NICE RTS INSTALLATION KIT SNGL DVD
206383	NICE RTS INSTALLATION KIT DUAL
206385	NICE SCR N AGT LIC FIRST 250 ST
206396	NICE VOIP LGR ACTV RCDG SFTW



206398	NICE VOIP LGR STRO RCDG SFTW
206399	NICE CH LIC DMCC LGR
206400	NICE DMCC VCE LGR SFTW
206401	NICE CH LIC DMSIP DMCCSMB LGR
206403	NICE CH PR LIC DMSIP STRO RCDG LGR
206410	NICE VOIP LGR PSSV RCDG SFTW
206411	NICE CH PR LIC PSSV STRO RCDG VOIP LGR
206428	NICE ADDL STRG CENTER PROF SRVR LIC
206436	NICE UPG TDM TO VOIP
206437	NICE CH PR UPG TDM TO STRO VOIP
206466	NICE CH PR UPG TDM TO STRO VOIP
208166	NICE SNGL AIT-2 DRV 9000/12200 HRS TTL
208181	NICE LOGGER UPG TO NICE PERFORM R3
208182	NICE UPG STD PKG SEAT TO NP3
208183	NICE UPG ADV PKG SEAT TO NP3
208184	NICE UPG STORAGE CTR CH TO NP3
208185	NICE UPG SCREEN RCDG TO NP3
208186	NICE UPG PERFORM R3 LOGGER FEAT
208188	NICE CMAPI MIRROR LIC FAIL-PROOF RCDG
208190	NICE D-CH SUPT FOR DGTL EXT PER 4CH
208191	NICE D-CH SUPT FOR DGTL EXT PER 8CH
208192	NICE DVD SUPT FOR CRTG MEDIA
211233	NICE TOTAL OF 15600 HRS ON LINE
211234	NICE TOTAL OF 15600 HRS RAID1
211235	NICE HOT SWAPPABLE RAID1
211236	NICE TOTAL OF 15600 HRS ON LINE RAID5
211237	NICE HOT SWAPPABLE RAID5
211238	NICE TOTAL OF 34000 HRS ON LINE
211239	NICE TOTAL OF 34000 HRS RAID5
211240	NICE TOTAL OF 34000 HRS HOT SWAP RAID5
211241	NICE TOTAL OF 52400 HRS ON LINE
212153	NICE IP PHONE APPL EXPRS SRVR LIC
212155	NICE IP PHONE APPL ENTPRS SRVR LIC
212159	NICE 5 CNCRNT PLYBCK RECENT CALLS
212160	NICE 20 CNCRNT PLYBCK RECENT CALLS
212161	NICE 60 CNCRNT PLYBCK RECENT CALLS
212162	NICE 100 CNCRNT PLYBCK RECENT CALLS
212163	NICE 150 CNCRNT PLYBCK RECENT CALLS
212164	NICE 200 CNCRNT PLYBCK RECENT CALLS
212168	NICE WORD MATCH DUAL CPU SRVR LIC
212169	NICE WORD MATCH LANG PACK
212170	NICE PHONETIC SRVR LIC
212171	NICE PHONETIC INDEX LANG PACK
212173	NICE TRANSCRIPTION LANG PACK
212175	NICE TALK OVER ANALYSIS SITE LIC
212176	NICE INTERACTION ANALYTICS STD PKG 1ST 5



212177	NICE INTERACTION ANALYTICS STD PKG 51-25
212178	NICE INTERACTION ANALYTICS STD PKG 251-8
212179	NICE INTERACTION ANALYTICS STD PKG 800+
212181	NICE INTERACTION ANALYTICS ADV PKG 51-25
212182	NICE INTERACTION ANALYTICS ADV PKG 251-8
212183	NICE INTERACTION ANALYTICS ADV PKG 800+
212192	NICE MEDIA ENCRPN KEY MGMT MOD ADDL SITE
212282	NICE HW PLTFRM FOR 121-210 CH
212283	NICE HW PLTFRM FOR 211-480 CH
212292	NICE DUAL AIT1 DRV 6000/9000 HR
212294	NICE DUAL AIT DRIVES
212295	NICE SNGL DVD DRV 1220 HR
212296	NICE DUAL DVD DRV 1220 HR PER DVD
212297	NICE DVD SPRT FOR CARTRIDGE MEDIA
212298	NICE SNGL DDS4 DAT DRV 2500 HR
212299	NICE DUAL DAT DRV
214706	NICE APP EXPANSION PFRM RIII
214943	NICE PERF RIII HD LGR MIGR TO VoIP
214944	NICE MIGR BTWN VoIP SOL WITHIN RIII
214945	NICE NMS REMOTE ADMIN CLIENT LIC
214946	NICE ADV PKG LIC FOR AN ADDTL SITE
214947	NICE ADV SEAT LIC ADDTL LIC 800+
214951	NICE BASIC PKG LIC FOR AN ADDTL SITE
214952	NICE PLYBCK WKFLW PKG LIC ADDTL SITE
214957	NICE PRFRM CORE SFTW INT ANALYTICS
214958	NICE TEXT ANALYSIS SRVR LIC
214959	NICE TRANSCRPT SRVR ONE DUAL CPU
214960	NICE KEYWD SPOTTING ON DUAL CPU
214961	NICE KEYWD SPOTTING ON DUAL CPU B
214963	NICE INTS ADDTL SEAT LIC 800+
214964	NICE QPM MOD ADDTL SEAT LIC 101-250
214965	NICE QPM MOD ADDTL SEAT LIC 251-800
214966	NICE QPM MOD ADDTL SEAT LIC 800+
214967	NICE QPM MOD UP TO 100 SEAT SITE
214968	NICE SCRNG & CLSSFCN ADDTL SEAT 800+
214971	NICE STD PKG LIC FOR AN ADDTL SITE
214972	NICE STD ADDTL SEAT LIC 800+



System Expansion Post-End of Sale

NICE 8.9 and Perform 3.0 / 3.1: All sales of new systems, upgrades, new feature add-ons, and expansions using the discontinued codes listed above will end on the EOS date indicated.

NICE Perform 3.2 and 3.5: All sales of new systems, upgrades, and new feature add-ons using the discontinued codes listed above will end on the EOS date indicated; however, the capacity of installed systems may be increased based on the continued availability of order codes for any System Expansions.

Migration Strategy

Avaya is offering the following alternative solutions:

- **Avaya Aura® Workforce Optimization (WFO)**
 - o For more information, please visit these websites:
 - [Avaya Employees and Business Partners web portal](#)
 - [Customer web portal](#)
- **Resale of NICE Interaction Management (NIM) Release 4.1**
 - o For more information, please visit these websites:
 - Latest Product Information: [NICE web portal](#)
 - Latest Avaya / NICE Interop Matrix and Sales Support Contacts: [Avaya Employees and Business Partners web portal](#)

Schedule

NICE Release 8.9

End of Sale Date (last day to order new systems, upgrades or expansions)	04-June-2012
End of Manufacturer Support for SOFTWARE	04-June-2012
End of Manufacturer Support for HARDWARE	04-June-2012
Last day to purchase system expansions	04-June-2012
Last day to purchase a new Avaya services contract	04-June-2012
Targeted End of Services Support	03-June-2012

NICE Perform 3.0

End of Sale Date (last day to order new systems, upgrades or expansions)	04-June-2012
End of Manufacturer Support for SOFTWARE	04-June-2012
End of Manufacturer Support for HARDWARE	04-June-2012
Last day to purchase system expansions	04-June-2012
Last day to purchase a new Avaya services contract	04-June-2012
Targeted End of Services Support**	03-June-2014



NICE Perform 3.1

End of Sale Date (last day to order new systems, upgrades or expansions)	04-June-2012
End of Manufacturer Support for SOFTWARE	04-June-2012
End of Manufacturer Support for HARDWARE	04-June-2012
Last day to purchase system expansions	04-June-2012
Last day to purchase a new Avaya services contract	04-June-2012
Targeted End of Services Support**	03-May-2015

NICE Perform 3.2 and 3.5

End of Sale Date (last day to order new systems or upgrades)	04-June-2012
End of Manufacturer Support for SOFTWARE	03-June-2013
End of Manufacturer Support for HARDWARE	03-June-2013
Last day to purchase system expansions	03-June-2013
Last day to purchase a new Avaya services contract	03-June-2013
Targeted End of Services Support**	03-Jan-2017

*** 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.

Renewals of existing Avaya service contracts covering this product will 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