End of Sale Notice

Notification Date: 01-Apr-2013
Effective Date: 03-Jun-2013
Subject: End of Sale for Contact Center Control Manager 6.x (6.0, 6.2, and 6.3) **Theatre/Region:**
All

Revision History

Revision Date	Reason for change
01-Apr-2013	Initial publication of the End of Sale notice
06-Nov-2025	End of Support Sales (EoSS) date published

Summary

Effective March 29, 2013, Avaya is globally releasing Contact Center Control Manager 7.0. This new release provides additional capabilities to the Contact Center Control Manager product as well as support for newer releases of other Avaya products. For details on what the 7.0 release provides, contact your account manager or view our product page at http://www.avaya.com/usa/product/contact-center-control-manager

Effective June 3, 2013 Avaya will no longer sell (make commercially available) the 6.x series of Contact Center Control Manager (including 6.0, 6.2, and 6.3).

Discontinued Order Codes and Migration Strategy

The following Material Codes will be discontinued.

Material Code	Description
260094	AVAYA CONTACT CENTER CONTROL MGR 6.X S83XX CM CONNECTOR LIC:DS
260095	AVAYA CONTACT CENTER CONTROL MGR 6.X S84XX CM CONNECTOR LIC:DS
260096	AVAYA CONTACT CENTER CONTROL MGR 6.X S85XX CM CONNECTOR LIC:DS
260097	AVAYA CC CONTROL MANAGER 6.0 S88XX SYS PLTFRM CM CONNECTOR LIC:DS

260098	AVAYA CC CONTROL MANAGER 6.X S88XX OR S87XX CM CONNECTOR LIC:DS
260099	AVAYA CC CONTROL MGR 6.X HIGHAVAILABILITY FOR CM CONNECTOR LIC:DS
260120	AVAYA CONTACT CENTER CONTROL MANAGER 6.X CCE CONNECTOR LIC:DS
260121	AVAYA CONTACT CENTER CONTROL MANAGER 6.X CMS CONNECTOR LIC:DS
260122	AVAYA CONTACT CENTER CONTROL MGR 6.X ONE-X AGENT CONNECTOR LIC:DS
260123	AVAYA CONTACT CENTER CONTROL MANAGER 6.X IC CONNECTOR LIC:DS
260124	AVAYA CONTACT CENTER CONTROL MANAGER 6.X IQ CONNECTOR LIC:DS

Material Code	Description
260125	AVAYA CC CONTROL MANAGER 6.X PROACTIVE CONTACT CONNECTOR LIC:DS
260126	AVAYA CONTACT CENTER CONTROL MANAGER 6.X IVR CONNECTOR LIC:DS
260127	AVAYA CONTACT CENTER CONTROL MANAGER 6.X WFO CONNECTOR LIC:DS
260128	AVAYA CC CONTROL MANAGER 6.X PER USER LIC:CU
260129	AVAYA CC CONTROL MANAGER 6.X PER USER LIC INCLUDED LIC:CU
263733	AVAYA CONTACT CENTER CONTROL MGR6.X S8800MBT/MES CONNECTOR LIC:DS
263734	AVAYA CONTACT CENTER CONTROL MGR 6.X MULTI CM CONNECTOR LIC:DS
263735	AVAYA CONTACT CENTER CONTROL MGR 6.X WFO SUITE CONNECTOR LIC:DS
263736	AVAYA CONTACT CENTER CONTROL MANAGER 6.X POM CONNECTOR LIC:DS
263900	AVAYA CCCM 6.X SERVICE PROVIDER EDITION SERVER LICENSE LIC:DS
263901	AVAYA CCCM 6.X SERVICE PROVIDER HIGH AVAILABLITY LIC:DS
264173	AVAYA CONTACT CENTER CONTROL MANAGER 6.X AACC CONNECTOR LIC:DS
265970	AVAYA CONTACT CENTER CONTROL MANAGER 6.X AAEP/ICR CONN LIC:DS
267369	CCCM R6.0 PARTNER HOSTING PERIODIC USAGE RIGHT TO USE
269183	UPGRADE ADVANTAGE CCCM R6/ PARTNER HOSTING PERIODIC USAGE
269410	AVAYA CC CONTROL MANAGER 6.X PERFORMANCE CENTER CONNECTOR LIC;DS
269411	AVAYA CC CONTROL MANAGER 6.X MULTI CMS CONNECTOR LIC;DS
229784	UPGRADE ADVANTAGE CC CONTROL MGR R6 PERFORMANCE CTR CONN 1YR PREPD
229786	UPGRADE ADVANTAGE CC CONTROL MGR R6 PERFORMANCE CTR CONN 3YR AN PREPD
229791	UPGRADE ADVANTAGE CC CONTROL MGR R6 PERFORMANCE CTR CONN 3YR PREPD
229792	UPGRADE ADVANTAGE CC CONTROL MGR R6 PERFORMANCE CTR CONN 5YR PREPD
229826	UPGRADE ADVANTAGE CC CONTROL MGR R6 MULTI CMS CONNECTOR 1YR PREPD
229828	UPGRADE ADVANTAGE CC CONTROL MGR R6 MULTI CMS CONNECTOR 3YR AN PREPD
229829	UPGRADE ADVANTAGE CC CONTROL MGR R6 MULTI CMS CONNECTOR 3YR PREPD
229830	UPGRADE ADVANTAGE CC CONTROL MGR R6 MULTI CMS CONNECTOR 5YR PREPD
251076	UPGRADE ADVANTAGE AVAYA CC CNTRL MGR6 S8800 MBTCONN 1YR PREPD
251078	UPGRADE ADVANTAGE AVAYA CC CNTRL MGR6 S8800 MBTCONN 3YR AN PREPD

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251079	UPGRADE ADVANTAGE AVAYA CC CNTRL MGR6 S8800 MBTCONN 3YR PREPD
251080	UPGRADE ADVANTAGE AVAYA CC CNTRL MGR6 S8800 MBTCONN 5YR PREPD
251082	UPGRADE ADVANTAGE AVAYA CC CNTRL MGR6 MULTI CM CONN 1YR PREPD
251084	UPGRADE ADVANTAGE AVAYA CC CNTRL MGR6 MULTI CM CONN 3YR AN PREPD
251085	UPGRADE ADVANTAGE AVAYA CC CNTRL MGR6 MULTI CM CONN 3YR PREPD
251086	UPGRADE ADVANTAGE AVAYA CC CNTRL MGR6 MULTI CM CONN 5YR PREPD
251088	UPGRADE ADVANTAGE AVAYA CC CNTRL MGR6 WFOSUITE CONN 1YR PREPD
251090	UPGRADE ADVANTAGE AVAYA CC CNTRL MGR6 WFOSUITE CONN 3YR AN PREPD
251091	UPGRADE ADVANTAGE AVAYA CC CNTRL MGR6 WFOSUITE CONN 3YR PREPD
251092	UPGRADE ADVANTAGE AVAYA CC CNTRL MGR6 WFOSUITE CONN 5YR PREPD
251094	UPGRADE ADVANTAGE AVAYA CC CNTRL MGR6 POM CONN 1YR PREPD

Material Code	Description
251096	UPGRADE ADVANTAGE AVAYA CC CNTRL MGR6 POM CONN 3YR AN PREPD
251097	UPGRADE ADVANTAGE AVAYA CC CNTRL MGR6 POM CONN 3YR PREPD
251098	UPGRADE ADVANTAGE AVAYA CC CNTRL MGR6 POM CONN 5YR PREPD
251786	UPGRADE ADVANTAGE AVAYA CCCM6 SVC PROVIDER EDTN SRVR 1YR PREPD
251788	UPGRADE ADVANTAGE AVAYA CCCM6 SVC PROVIDER EDTN SRVR 3YR AN PREPD
251789	UPGRADE ADVANTAGE AVAYA CCCM6 SVC PROVIDER EDTN SRVR 3YR PREPD
251790	UPGRADE ADVANTAGE AVAYA CCCM6 SVC PROVIDER EDTN SRVR 5YR PREPD
251792	UPGRADE ADVANTAGE AVAYA CCCM6 SERVICE PROVIDER HA 1YR PREPD
251794	UPGRADE ADVANTAGE AVAYA CCCM6 SERVICE PROVIDER HA 3YR AN PREPD
251795	UPGRADE ADVANTAGE AVAYA CCCM6 SERVICE PROVIDER HA 3YR PREPD
251796	UPGRADE ADVANTAGE AVAYA CCCM6 SERVICE PROVIDER HA 5YR PREPD
252137	UPGRADE ADVANTAGE AVAYA CCCM R6.X AAEP/ICR CONN 1YR PREPD
252139	UPGRADE ADVANTAGE AVAYA CCCM R6.X AAEP/ICR CONN 3YR AN PREPD
252140	UPGRADE ADVANTAGE AVAYA CCCM R6.X AAEP/ICR CONN 3YR PREPD
252141	UPGRADE ADVANTAGE AVAYA CCCM R6.X AAEP/ICR CONN 5YR PREPD
255415	UPGRADE ADVANTAGE CC CNTL MGR R6 PER USER 1YR PREPD
255417	UPGRADE ADVANTAGE CC CNTL MGR R6 PER USER 3YR AN PREPD
255418	UPGRADE ADVANTAGE CC CNTL MGR R6 PER USER 3YR PREPD
255419	UPGRADE ADVANTAGE CC CNTL MGR R6 PER USER 5YR PREPD
255421	UPGRADE ADVANTAGE CC CNTL MGR R6 S83XX CM CONN 1YR PREPD
255423	UPGRADE ADVANTAGE CC CNTL MGR R6 S83XX CM CONN 3YR AN PREPD
255424	UPGRADE ADVANTAGE CC CNTL MGR R6 S83XX CM CONN 3YR PREPD
255425	UPGRADE ADVANTAGE CC CNTL MGR R6 S83XX CM CONN 5YR PREPD
255427	UPGRADE ADVANTAGE CC CNTL MGR R6 S84XX CM CONN 1YR PREPD
255429	UPGRADE ADVANTAGE CC CNTL MGR R6 S84XX CM CONN 3YR AN PREPD
255430	UPGRADE ADVANTAGE CC CNTL MGR R6 S84XX CM CONN 3YR PREPD

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255431	UPGRADE ADVANTAGE CC CNTL MGR R6 S84XX CM CONN 5YR PREPD
255433	UPGRADE ADVANTAGE CC CNTL MGR R6 S85XX CM CONN 1YR PREPD
255435	UPGRADE ADVANTAGE CC CNTL MGR R6 S85XX CM CONN 3YR AN PREPD
255436	UPGRADE ADVANTAGE CC CNTL MGR R6 S85XX CM CONN 3YR PREPD
255437	UPGRADE ADVANTAGE CC CNTL MGR R6 S85XX CM CONN 5YR PREPD
255439	UPGRADE ADVANTAGE CC CNTL MGR R6 S88XX SYS PLTFRM CM CONN 1YR PREPD
255441	UPGRADE ADVANTAGE CC CNTL MGR R6 S88XX SYS PLTFRM CM CONN 3YR AN PREPD
255442	UPGRADE ADVANTAGE CC CNTL MGR R6 S88XX SYS PLTFRM CM CONN 3YR PREPD
255443	UPGRADE ADVANTAGE CC CNTL MGR R6 S88XX SYS PLTFRM CM CONN 5YR PREPD
255445	UPGRADE ADVANTAGE CC CNTL MGR R6 S88/87XX CM CONN 1YR PREPD
255447	UPGRADE ADVANTAGE CC CNTL MGR R6 S88/87XX CM CONN 3YR AN PREPD
255448	UPGRADE ADVANTAGE CC CNTL MGR R6 S88/87XX CM CONN 3YR PREPD
255449	UPGRADE ADVANTAGE CC CNTL MGR R6 S88/87XX CM CONN 5YR PREPD
255451	UPGRADE ADVANTAGE CC CNTL MGR R6 HA FOR CM CONN 1YR PREPD
Material Code	**Description**
255453	UPGRADE ADVANTAGE CC CNTL MGR R6 HA FOR CM CONN 3YR AN PREPD
255454	UPGRADE ADVANTAGE CC CNTL MGR R6 HA FOR CM CONN 3YR PREPD
255455	UPGRADE ADVANTAGE CC CNTL MGR R6 HA FOR CM CONN 5YR PREPD
255457	UPGRADE ADVANTAGE CC CNTL MGR R6 CCE CONNECTOR 1YR PREPD
255459	UPGRADE ADVANTAGE CC CNTL MGR R6 CCE CONNECTOR 3YR AN PREPD
255460	UPGRADE ADVANTAGE CC CNTL MGR R6 CCE CONNECTOR 3YR PREPD
255461	UPGRADE ADVANTAGE CC CNTL MGR R6 CCE CONNECTOR 5YR PREPD
255463	UPGRADE ADVANTAGE CC CNTL MGR R6 CMS CONNECTOR 1YR PREPD
255465	UPGRADE ADVANTAGE CC CNTL MGR R6 CMS CONNECTOR 3YR AN PREPD
255466	UPGRADE ADVANTAGE CC CNTL MGR R6 CMS CONNECTOR 3YR PREPD
255467	UPGRADE ADVANTAGE CC CNTL MGR R6 CMS CONNECTOR 5YR PREPD
255469	UPGRADE ADVANTAGE CC CNTL MGR R6 ONE-X AGENT CONN 1YR PREPD
255471	UPGRADE ADVANTAGE CC CNTL MGR R6 ONE-X AGENT CONN 3YR AN PREPD
255472	UPGRADE ADVANTAGE CC CNTL MGR R6 ONE-X AGENT CONN 3YR PREPD
255473	UPGRADE ADVANTAGE CC CNTL MGR R6 ONE-X AGENT CONN 5YR PREPD
255475	UPGRADE ADVANTAGE CC CNTL MGR R6 IC CONNECTOR 1YR PREPD
255477	UPGRADE ADVANTAGE CC CNTL MGR R6 IC CONNECTOR 3YR AN PREPD
255478	UPGRADE ADVANTAGE CC CNTL MGR R6 IC CONNECTOR 3YR PREPD
255479	UPGRADE ADVANTAGE CC CNTL MGR R6 IC CONNECTOR 5YR PREPD
255481	UPGRADE ADVANTAGE CC CNTL MGR R6 IQ CONNECTOR 1YR PREPD
255483	UPGRADE ADVANTAGE CC CNTL MGR R6 IQ CONNECTOR 3YR AN PREPD
255484	UPGRADE ADVANTAGE CC CNTL MGR R6 IQ CONNECTOR 3YR PREPD
255485	UPGRADE ADVANTAGE CC CNTL MGR R6 IQ CONNECTOR 5YR PREPD

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255487	UPGRADE ADVANTAGE CC CNTL MGR R6 PROACT CNTCT CONN 1YR PREPD
255489	UPGRADE ADVANTAGE CC CNTL MGR R6 PROACT CNTCT CONN 3YR AN PREPD
255490	UPGRADE ADVANTAGE CC CNTL MGR R6 PROACT CNTCT CONN 3YR PREPD
255491	UPGRADE ADVANTAGE CC CNTL MGR R6 PROACT CNTCT CONN 5YR PREPD
255493	UPGRADE ADVANTAGE CC CNTL MGR R6 IVR CONNECTOR 1YR PREPD
255495	UPGRADE ADVANTAGE CC CNTL MGR R6 IVR CONNECTOR 3YR AN PREPD
255496	UPGRADE ADVANTAGE CC CNTL MGR R6 IVR CONNECTOR 3YR PREPD
255497	UPGRADE ADVANTAGE CC CNTL MGR R6 IVR CONNECTOR 5YR PREPD
255499	UPGRADE ADVANTAGE CC CNTL MGR R6 WFO REC CONN 1YR PREPD
255501	UPGRADE ADVANTAGE CC CNTL MGR R6 WFO REC CONN 3YR AN PREPD
255502	UPGRADE ADVANTAGE CC CNTL MGR R6 WFO REC CONN 3YR PREPD
255503	UPGRADE ADVANTAGE CC CNTL MGR R6 WFO REC CONN 5YR PREPD

Migration Strategy

Avaya now offers Contact Center Control Manager 7.0. In addition to the features already available on the 6.x release series, there are new capabilities to be considered including:

- Support for Proactive Outreach Manager
- Conversation Sphere Graphical Call Flow Tool
- Multiple Control Sphere Enhancements
- Trunk and Traffic Reporting
- Multi Dial Plan Support
- Audit Log Portal
- SSO and LDAP Based Authentication Enhancements
- Expanded User Management for Many Avaya Contact Center Applications
- And many more

For more information details on what the 7.0 release provides, contact your account manager or view our product page at http://www.avaya.com/usa/product/contact-center-control-manager.

Schedule

End of Sale Date (last day to order new systems)	03-Jun-2013
End of Manufacturer Support for SOFTWARE *	02-Jun-2014
End of Manufacturer Support for HARDWARE *	N/A
Last day to purchase system expansions	03-Jun-2013
Last day to purchase a new Avaya services contract *	02-Jun-2014
End of Support Sales (EoSS)	01-Dec-2025

** Per Avaya Product Lifecycle Policy*

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.

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Renewals of existing Avaya service contracts covering this product will be 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

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