



End of Sale Notice Update

Notification Date: 30th May 2016

Effective Date: 31st December 2015

Subject: End of Sale for Avaya Call Center Elite midsize (CC Elite-M) and Avaya Aura Contact Center Midsize (AACC-M) packages.

Theatre/Region: All

Revision History

Revision Date	Reason for change
30 th October 2015	Initial publication of the End of Sale notice
30 th May 2016	This bulletin clarifies how existing AACC-M and Elite-M customers can expand agents or features.

Summary

Avaya announced the end the sale of AACC-M and CC Elite-M packages for New System sales on 30th October 2015. Both packages are end of sale since 31st December 2015.

It is not possible to order 'packaged' expansions for the AACC-M or Elite-M packages. Existing customers that started with Elite-M R6 and AACC-M R6.x can add individual agent and feature licenses from the enterprise offer.

Customers may also continue to order the standard CC Elite and AACC Enterprise offers for New Systems. In addition, new Suites that package voice and multimedia agent functionality were recently introduced for CC Elite R7 in May 2016 and AACC R7 in December 2015.

Discontinued CC Elite –M Order Codes and Migration Strategy

The following Material codes are End of Sale since the 30th December 2015 and the offer was removed from the Avaya Solution Designer provisioning and quotation toolset.

Material Code	SAP Short Description
280697	ELITE-M R6 STD PKG
280698	ELITE-M R6 STD CMS R17 AGT/E
280699	ELITE-M R6 STD CMS R17 SUPV/E
300700	ELITE-M R6 ADV PKG



300701	ELITE-M R6 ADV CMS R17 AGT/E
300702	ELITE-M R6 ADV CMS R17 SUPV/E
300703	ELITE-M R6 ADV ELITE MULTI-CH R6/E
300704	ELITE-M R6 PREM PKG
Material Code	Description
300705	ELITE-M R6 PREM CMS R17 AGT/E
300706	ELITE-M R6 PREM CMS R17 SUPV/E
300707	ELITE-M R6 PREM ELITE MULTI-CH R6/E
300708	ELITE-M R6 PREM AAEP R6 PER PORT/E
300709	ELITE-M R6 PREM AAEP R6 PORT CONN/E
300710	ELITE-M R6 PREM AAEP R6 EPM TRACK/E
300711	ELITE-M R6 STD TO ADV UPLIFT
300712	ELITE-M R6 STD TO PREM UPLIFT
300713	ELITE-M R6 ADV TO PREM UPLIFT
300714	ELITE-M R6 ADV MULTI-CH MS CRM R6/E
300715	ELITE-M R6 PREM MULTI-CH MS CRM R6/E
338952	ELITE-M R6 PREM AAEP R7 EPM TRACK/E
306910	ELITE-M R6 PREM AAEP7 PT UPG ENTL /E
306911	ELITE-M R6 PREM AAEP R7 PER PORT /E
306912	ELITE-M R6 PREM AAEP R7 PORT CONN /E
301729	WFO R11 CR FOR ELITE-M R6 BNDLS
302511	WFO R12 CR FOR ELITE-M BNDLS
302512	WFO R12 CR FOR ELITE-M R6 BNDLS ENTL
302513	WFO R12 CR FOR ELITE-M R6 BNDLS UPG



CC Elite-M Migration Strategy

New Customer Engagement Suites were introduced on May 9, 2016. Customer Engagement Suites are bundles targeting specific users/agents such as Assisted (Voice + Multimedia), Automated (Self Service), and Workforce Optimization.

<https://sales.avaya.com/cs/Sites?lookuphost=/&lookuppage=/en/customer-engagement-suite-licensing>

Existing customers that started with Elite-M R6 can add individual agent and feature licenses from the enterprise offer. For example, customers that originally purchased Elite-M Standard package can add CC Elite 6 and CMS 17 voice agents (now on two-tier pricing) required and without the 400 agent maximum required by Elite-M. Customers that purchased Elite-M Advanced and Premier Packages likewise order Avaya Call Recording, Elite Multichannel, and Experience Portal per the product offerings.

Existing Elite-M customers can upgrade to Avaya Aura® 7 using transactional upgrade product codes or by exercising their Upgrade Advantage option if purchased and if in force. Any further expansions of WFO will have to be configured on ASD per standard WFO ordering procedure. Experience Portal ports are upgraded on ASD.

Discontinued AACC–M Order Codes and Migration Strategy

The following Material codes are End of Sale since the 30th December 2015 and the offer was removed from the Avaya Solution Designer (ASD) provisioning and quotation toolset. AACC-M was also be removed from Enterprise Configurator (EC) on CS1000.

AACC-M Package	Material Codes	Part Description
New Standard Package Contents	NT9Y44UA (EC)	AACC 6 New Standard Package
	NT9Y44UD (EC)	AACC WFO Comp Rec Port
New Standard Package Contents	268630 (ASD)	AACC R6 Midsize Enterprise Std Pkg
	270687 (ASD)	WFO R12 CR MIDSIZE ENTPRS
New Advanced Package Contents	NT9Y44UB (EC)	AACC 6 New Advanced Package
	NT9Y44UD (EC)	AACC WFO Comp Rec Port
New Advanced Package Contents	268631 (ASD)	AACC R6 Midsize Enterprise Adv Pkg
	270687 (ASD)	WFO R12 CR MIDSIZE ENTPRS
New Premier Package Contents	NT9Y44UC (EC)	AACC 6 New Premier Package
	NT9Y44UD (EC)	AACC WFO Comp Rec Port
	NT9Y44UE (EC)	AACC-M AAEP License
New Premier Package Contents	268632 (ASD)	AACC R6 Midsize Enterprise Prem Pkg
	270687 (ASD)	WFO R12 CR MIDSIZE ENTPRS
	269797 (ASD)	Avaya Aura CC6 Midsize Enterprise AAEP



AACC-M Package	Material Codes	Part Description
		R6 Express PT Lic
Standard To Advanced	NT9Y44WA (EC)	AACC Standard to Advanced Migration
Standard To Advanced	268633 (ASD)	AACC R6 Midsize Entprs Std TO Adv MG
Standard To Premier	NT9Y44WB (EC)	AACC Standard to Premier Migration
	NT9Y44UE (EC)	AACC-M AAEP Licence
Standard To Premier	268634 (ASD)	AACC R6 Midsize Entprs StdToPrem MG
	269797 (ASD)	Avaya Aura CC6 Midsize Enterprise AAEP R6 Express PT Lic
Advanced To Premier	NT9Y44WC (EC)	AACC Advanced to Premier Migration
	NT9Y44UE (EC)	AACC-M AAEP Licence
Advanced To Premier	268635 (ASD)	AACCR6 Midsize Entprs Adv TO Prem MG
	269797 (ASD)	Avaya Aura CC6 Midsize Enterprise AAEP R6 Express PT Lic
Resiliency	NT9Y44XA (EC)	AACC Midsize Resiliency Package
Resiliency	268636 (ASD)	AACC R6 Midsize Entprs Resiliency Pkg CM5
Resiliency	269780 (ASD)	AACC R6 Midsize Entprs Resiliency Pkg CM6

Note:

- Enterprise Configurator Material Codes **BLACK** text
- Avaya Solutions Designer Material Codes **RED** text

AACC-M Migration Strategy

New AACC R7 Voice and Multimedia Suite bundles are available to order on for customers with Avaya Communication Manager (CM) on ASD since December 2015. The suites are not available for CS1000 customers on Enterprise Configurator.

Existing customers that started with AACC-M R6.x can add individual agent and feature licenses from the enterprise offer. For example, customers that originally purchased the AACC-M Standard package can choose to add AACC inbound voice agents or preview/progressive outbound agents as required from the Enterprise offer. Customers that purchased AACC-M Advanced and Premier Packages on either Avaya CM or Avaya CS1000 are recommended to purchase AACC R6.x Multimedia bundles. Note that Avaya WFO and AEP are unbundled and have to be ordered separately. Avaya WFO Select is also now available for AACC customers/

Existing AACC-M R6.x customer on Avaya CM have the option to upgrade to AACC R7 Suites using transactional upgrade product codes or by exercising their Upgrade Advantage option if purchased and if in force. Existing AACC-M customers on CS1000 will also have the option to upgrade to AACC R7 on EC using transactional upgrade product codes or by exercising their Pass-Plus option if purchased and if in force. For CS1000 customers with upgrade entitlements, Avaya Workforce Optimization (WFO) ports will be upgraded 'like-for like' on EC. Any further expansions of WFO will have to be configured on ASD per standard WFO ordering procedure. AEP ports will have to be upgraded on ASD.

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Schedule

End of Sale Date (last day to order new systems)	30-Dec-2015
End of Manufacturer Support for SOFTWARE *	TBD
End of Manufacturer Support for HARDWARE *	TBD
Last day to purchase system expansions	30-December-2016
Last day to purchase a new Avaya services contract *	30-December-2016
Targeted End of Services Support	TBD

The support dates will be as per the lifecycle for AACC 6.x and Elite 6.x. This is just removal of packages,

** 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.*

**** End of Services Support 1 Year or until an alternative application is available*

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 these –M bundles will be not being allowed. Customers can purchase service contracts for the individual products.

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

Refer to the bulletin at the link below for additional information on AACC 6.4.2 lifecycle:

<https://downloads.avaya.com/css/P8/documents/101020047>