



# End of Sale Notice

**Notification Date:** 17-Dec-2019

**Revision Date:** 18-Sep-2020

**Effective Date:** 31-Dec-2020 – 15.1.X Release

01-Jul-2021 – 15.2.X ACR Release

**Subject:** End of Sale – Avaya Aura Workforce Optimization  
– Avaya Contact Recorder Feature

**Theatre/Region:** All Regions

## Revision History

Revision Date	Reason for change
17-Dec-2019	A new Advanced Contact Recorder with has been introduced in the Avaya Workforce Optimization 15.2+ release – available since May 2018
19-Feb-2020	Received feedback from some sales regions that dates are too restrictive. Agreed new dates with these stakeholders
06-Jul-2020	Correct End of Manufacturer Support for Software date for WFO 15.1 (31-Oct-2021); add same for WFO <b>15.2 ACR</b> (30-Apr-2022). Update Targeted End of Services Support date for WFO 15.1 (31-Dec-2026); add same for WFO <b>15.2 ACR</b> (30-Apr-2027). Include Appendix with all discontinued WFO 15.1 order codes for clarity. Reiterate that ACR Advanced (ACRA) Recorder is mandatory for all new and upgrade system orders.
18-Sep-2020	Add note around RSA KMS support status – no more software or security updates.

## Summary

With the introduction of Avaya Aura Workforce Optimization 15.2 release in May 2018, Avaya introduced the “Avaya Contact Recorder Advanced” feature option in addition to the existing “Avaya Contact Recorder” that has existed in previous releases.

Avaya Contact Recorder Advanced provides customers the option to purchase optional functionality such as Real Time Speech Analytics, Parallel Redundancy and Parallel Encryption.

All future key features and content will be developed on the Avaya Contact Recorder Advanced solution only.



A complete commercial offer along with Avaya OneSource provisioning/quotation tools are available for customers migrating from Avaya Contact Recorder to Avaya Contact Recorder Advanced.

Customers with Upgrade Advantage on Avaya Contact Recorder are entitled to upgrade/migrate to Avaya Contact Recorder Advanced software without extra payment. Customers without Upgrade Advantage on Avaya Contact Recorder have the ability to make a paid upgrade/migration to Avaya Contact Recorder Advanced software.

#### **15.1.X Release Key ACR End of Sales Dates**

- New and upgrade 15.1.X Avaya Contact Recorder solutions went End of Sale on 31<sup>st</sup> December 2019
- Expansions to 15.1.X Avaya Contact Recorder solutions has a New End of Sale date.
  - **Previous End of Sale Date:** 1<sup>st</sup> April 2020
  - **New Extended End of Sale Date:** 31<sup>st</sup> December 2020

#### **15.2.X Release Key ACR End of Sales Dates**

- **New and upgrade – Avaya Contact Recorder Advanced is the mandatory solution**
- Expansions to 15.2.X Avaya Contact Recorder solutions has a New End of Sale date.
  - **Previous End of Sale Date:** 1<sup>st</sup> July 2020
  - **New Extended End of Sale Date:** 1<sup>st</sup> July 2021

**NOTE:** Avaya Contact Recorder Advanced (ACRA) is the future recorder of choice. **This ACR End of Sale Notice has no impact on any of the Avaya Aura Workforce Optimization / Avaya IX Workforce Engagement 15.2 ACRA codes.**



## Discontinued ACR Order Codes and Migration Strategy

### Discontinued Codes

Material Code	Description
<b>Contact Recording / Compliance Recording</b>	
385914	WFO R15.1 ACR PKG
402860	WFO R15.2 ACR PKG
385915	WFO R15.1 CR PKG ENTL
402861	WFO R15.2 CR PKG ENTL
385916	WFO R15.1 CR PKG UPG
402863	WFO R15.2 CR PKG UPG
385917	WFO R15.1 ADV CR ENTL
402865	WFO R15.2 ADV CR ENTL
385918	WFO R15.1 ADV CR UPG
402866	WFO R15.2 ADV CR UPG
<b>Quality Monitoring</b>	
385934	WFO R15.1 QM PKG
402879	WFO R15.2 QM PKG
385935	WFO R15.1 QM PKG ENTL
385936	WFO R15.1 QM PKG UPG
385937	WFO R15.1 ADV QM PKG
385938	WFO R15.1 ADV QM PKG ENTL
385939	WFO R15.1 ADV QM PKG UPG
399054	WFO R15.2 AUTO QM PKG
399055	WFO R15.2 AUTO QM ADV PKG
<b>Workforce Optimization Package (CR + QM + WFM)</b>	
385992	WFO R15.1 WFO PKG
402896	WFO R15.2 WFO PKG
385993	WFO R15.1 WFO PKG ENTL
385994	WFO R15.1 WFO PKG UPG
385995	WFO R15.1 ADV WFO PKG
385996	WFO R15.1 ADV WFO PKG ENTL
385997	WFO R15.1 ADV WFO PKG UPG
399063	WFO R15.2 AUTO WFO PKG
399064	WFO R15.2 AUTO ADV WFO PKG
<b>Base Package Up-Buys</b>	
386026	WFO R15.1 CR TO QM PKG UP-BUY
386027	WFO R15.1 CR TO ADV QM PKG UP-BUY
386028	WFO R15.1 CR TO WFO PKG UP-BUY
386029	WFO R15.1 CR TO ADV WFO UP-BUY



<b>Material Code</b>	<b>Description</b>
386031	WFO R15.1 ADV CR TO ADV WFO PKG UP-BUY
386032	WFO R15.1 QM TO ADV QM PKG UP-BUY
386033	WFO R15.1 QM TO WFO UP-BUY
386034	WFO R15.1 QM TO ADV WFO UP-BUY
386035	WFO R15.1 ADV QM TO ADV WFO UP-BUY
386040	WFO R15.1 WFO TO ADV WFO UP-BUY
<b>Lab/Trial</b>	
386041	WFO R15.1 OP CR PKG CUST LAB
386043	WFO R15.1 ADV QM PKG CUST LAB
386045	WFO R15.1 ADV WFO PKG PTNR LAB
386046	WFO R15.1 ADV WFO PKG CUST LAB
386047	WFO R15.1 AV INT LAB
264920	AACC NODAL WFO INTERFACE
264921	AACC NODAL WFO INTERFACE - 3RD-PARTY

### **System Expansion post-End of Sale**

Please note that although the Avaya Contact Recorder has been discontinued for new and upgrades as of 31<sup>st</sup> December 2019, customers will still be able to purchase additional feature seat quantities until the following dates.

- Expansions to 15.1.X Avaya Contact Recorder solutions End of Sale date.
  - **New Extended End of Sale Date:** 31<sup>st</sup> December 2020
- Expansions to 15.2.X Avaya Contact Recorder solutions End of Sale date.
  - **New Extended End of Sale Date:** 1<sup>st</sup> July 2021

### **Migration Strategy**

A complete commercial offer and Avaya OneSource provisioning/quotation tools are available for customers requiring migrations from Avaya Contact Recorder to Avaya Contact Recorder Advanced.



## Schedule

End of Sale Date (last day to order new/upgrade systems)	31-Dec-2019 (15.1) 31-Dec-2019 (15.2 ACR)
End of Manufacturer Support for SOFTWARE *	31-Oct-2021 (15.1) <sup>1</sup> 30-Apr-22 (15.2 ACR) <sup>1</sup>
End of Manufacturer Support for HARDWARE *	N/A
Last day to purchase system expansions	31-Dec-2020 (15.1) 01-Jul-2021 (15.2 ACR)
Targeted End of Services Support	31-Dec-2026 (15.1) 30-Apr-2027 (15.2 ACR)

*\*Note that RSA no longer provides software support of the 3.5.2 release of the Data Protection Manager (the "RSA KMS"), while earlier versions 2.7.1 and 3.2.1 are already at end of support. No further software or security updates are possible for RSA KMS as result. Customers can take advantage of the new Thales KMS solution on Avaya WFO / WEM 15.2 – this does require upgrade to 15.2 software.*

*\* 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.

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> >> Policies and Legal >> Warranty & Product Lifecycle >> Avaya Product Lifecycle Policy



## Appendix A – Full List of Discontinued WFO 15.1 Order Codes

The following list includes all discontinued WFO 15.1 codes – not just ACR specific codes. All WFO 15.1 codes below are subject to same lifecycle dates as for ACR 15.1.

**Note that RSA no longer provides software support of the 3.5.2 release of the Data Protection Manager (the “RSA KMS”), while earlier versions 2.7.1 and 3.2.1 are already at end of support. No further software or security updates are possible for RSA KMS as result. Customers can take advantage of the new Thales KMS solution on Avaya WFO / WEM 15.2 – this does require upgrade to 15.2 software.**

End of Sale Date (last day to order new/upgrade systems)	31-Dec-2019
End of Manufacturer Support for SOFTWARE *	31-Oct-2021
End of Manufacturer Support for HARDWARE *	N/A
Last day to purchase system expansions	31-Dec-2020
Targeted End of Services Support	31-Dec-2026

\* 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.

Material Code	Description
192156	WFO AFTERMARKET ORDER
385911	WFO R15.1 CR DIALER INTG
385912	WFO R15.1 CR DIALER INTG ENTL
385913	WFO R15.1 CR DIALER INTG UPG
<b>Contact Recording / Compliance Recording</b>	
385914	WFO R15.1 ACR PKG
385915	WFO R15.1 CR PKG ENTL
385916	WFO R15.1 CR PKG UPG
385919	WFO R15.1 REDUN CR PKG
385920	WFO R15.1 REDUN CR PKG ENTL
385921	WFO R15.1 REDUN CR PKG UPG
385917	WFO R15.1 ADV CR ENTL
385918	WFO R15.1 ADV CR UPG
385922	WFO R15.1 TEL REPLAY PT
385923	WFO R15.1 CNTRL REPLAY SRVR SFTW
385924	WFO R15.1 TEL REPLAY CR PKG
385925	WFO R15.1 TEL REPLAY CR PKG ENTL
385926	WFO R15.1 TEL REPLAY CR PKG UPG
385927	WFO R15.1 CR QM ENCRYPTION
385928	WFO R15.1 CR QM ENCRYPTION ENTL
385929	WFO R15.1 CR QM ENCRYPTION UPG



<b>Material Code</b>	<b>Description</b>
385930	WFO R15.1 FULL TIME SCREEN RCDG
385931	WFO R15.1 FULL TIME SCREEN RCDG ENTL
385932	WFO R15.1 FULL TIME SCREEN RCDG UPG
385933	WFO R15.1 CR MASS EXP ENH STATUS RPTG
385940	WFO R15.1 CR MASS EXP ENH RPTG ENTL
385941	WFO R15.1 CR MASS EXP ENH RPTG UPG
<b>Quality Monitoring</b>	
385934	WFO R15.1 QM PKG
385935	WFO R15.1 QM PKG ENTL
385936	WFO R15.1 QM PKG UPG
385937	WFO R15.1 ADV QM PKG
385938	WFO R15.1 ADV QM PKG ENTL
385939	WFO R15.1 ADV QM PKG UPG
<b>Workforce Management</b>	
385959	WFO R15.1 WFM PKG
385960	WFO R15.1 WFM PKG ENTL
385961	WFO R15.1 WFM PKG UPG
385962	WFO R15.1 ADV WFM PKG
385963	WFO R15.1 ADV WFM PKG ENTL
385964	WFO R15.1 ADV WFM PKG UPG
385965	WFO R15.1 WFM TIME OFF MGR
385966	WFO R15.1 WFM TIME OFF MGR ENTL
385967	WFO R15.1 WFM TIME OFF MGR UPG
385968	WFO R15.1 WFM SHIFT BIDDING
385969	WFO R15.1 WFM SHIFT BIDDING ENTL
385970	WFO R15.1 WFM SHIFT BIDDING UPG
385972	WFO R15.1 ADV SCORECARD
385973	WFO R15.1 ADV SCORECARD ENTL
385974	WFO R15.1 ADV SCORECARD UPG
385975	WFO R15 BASIC TO ADV SCORECARD UP-BUY
385976	WFO R15.1 KPI DESIGN ADAPTER
385977	WFO R15.1 KPI DESIGN ADAPTER ENTL
385978	WFO R15.1 KPI DESIGN ADAPTER UPG
385979	WFO R15.1 LESSON MGMT
385980	WFO R15.1 LESSON MGMT ENTL
385981	WFO R15.1 LESSON MGMT UPG
385982	WFO R15.1 COMP BASED LEARNING
385983	WFO R15.1 COMP BASED LEARNING ENTL



<b>Material Code</b>	<b>Description</b>
385984	WFO R15.1 COMP BASED LEARNING UPG
385985	WFO R15 LESS MGMT TO CBL UP-BUY
385989	WFO R15.1 ADV ADHERENCE
385990	WFO R15.1 ADV ADHERENCE ENTL
385991	WFO R15.1 ADV ADHERENCE UPG
<b>Workforce Optimization Package (CR + QM + WFM)</b>	
385992	WFO R15.1 WFO PKG
385993	WFO R15.1 WFO PKG ENTL
385994	WFO R15.1 WFO PKG UPG
385995	WFO R15.1 ADV WFO PKG
385996	WFO R15.1 ADV WFO PKG ENTL
385997	WFO R15.1 ADV WFO PKG UPG
<b>Desktop and Process Analytics</b>	
385998	WFO R15.1 DPA TRACKER
385999	WFO R15.1 DPA TRACKER ENTL
386000	WFO R15.1 DPA TRACKER UPG
386001	WFO R15.1 ADV DPA
386002	WFO R15.1 ADV DPA ENTL
386003	WFO R15.1 ADV DPA UPG
386004	WFO R15.1 STR DPA
386005	WFO R15.1 STR DPA ENTL
386006	WFO R15.1 STR DPA UPG
385942	WFO R15.1 DPA TRACKER TO ADV DPA UP-BUY
386007	WFO R15.1 ADV TO STR DPA UP-BUY
386008	WFO R15 AET TO STR DPA UP-BUY
386009	WFO R15 APP ANLYS STR DPA UP-BUY
385947	WFO R15.1 STRATEGIC PLANNER
385948	WFO R15.1 STRATEGIC PLANNER ENTL
385949	WFO R15.1 STRATEGIC PLANNER UPG
<b>Speech Analytics</b>	
386011	WFO R15 SPH ESSENTIALS ENTL
386012	WFO R15 SPH ESSENTIALS UPG
386016	WFO R15 SPH ESSENT TO ADV UP-BUY
386013	WFO R15.1 SPH ADV
386014	WFO R15.1 SPH ADV ENTL
386015	WFO R15.1 SPH ADV UPG
386017	WFO R15.1 INTERCT DATA EXP MGR
386018	WFO R15.1 INTERCT DATA EXP MGR ENTL



Material Code	Description
386019	WFO R15.1 INTERCT DATA EXP MGR UPG
386020	WFO R15.1 SPH ANLYTCS ADDL LANG
386021	WFO R15.1 SPH ANLYTCS ADDL LANG ENTL
386022	WFO R15.1 SPH ANLYTCS ADDL LANG UPG
386076	WFO R15.1 ANLYTCS DRIVEN QUALITY
385943	WFO R15.1 ANLYTCS DRIVEN QUALITY ENTL
385944	WFO R15.1 ANLYTCS DRIVEN QUALITY UPG
385945	WFO R15.1 ADQ TO SPH ADV UP-BUY
399070	WFO R15.1 ANLYTCS DRIVEN QUALITY ADDL LANG
<b>Customer Feedback</b>	
386023	WFO R15.1 CUSTMR FDBCK ADV
386024	WFO R15.1 CUSTMR FDBCK ADV ENTL
386025	WFO R15.1 CUSTMR FDBCK ADV UPG
<b>Base Package Up-Buys</b>	
386026	WFO R15.1 CR TO QM PKG UP-BUY
386027	WFO R15.1 CR TO ADV QM PKG UP-BUY
386028	WFO R15.1 CR TO WFO PKG UP-BUY
386029	WFO R15.1 CR TO ADV WFO UP-BUY
386030	WFO R15.1 ADV CR TO ADV QM PKG UP-BUY
386031	WFO R15.1 ADV CR TO ADV WFO PKG UP-BUY
386032	WFO R15.1 QM TO ADV QM PKG UP-BUY
386033	WFO R15.1 QM TO WFO UP-BUY
386034	WFO R15.1 QM TO ADV WFO UP-BUY
386035	WFO R15.1 ADV QM TO ADV WFO UP-BUY
386036	WFO R15.1 WFM TO ADV WFM PKG UP-BUY
386037	WFO R15.1 WFM TO WFO UP-BUY
386038	WFO R15.1 WFM TO ADV WFO UP-BUY
386039	WFO R15.1 ADV WFM TO ADV WFO UP-BUY
386040	WFO R15.1 WFO TO ADV WFO UP-BUY
<b>Lab/Trial</b>	
386041	WFO R15.1 OP CR PKG CUST LAB
386042	WFO R15.1 SCRNR RCDG CUST LAB
386043	WFO R15.1 ADV QM PKG CUST LAB
386044	WFO R15.1 ADV WFM PKG CUST LAB
386045	WFO R15.1 ADV WFO PKG PTNR LAB
386046	WFO R15.1 ADV WFO PKG CUST LAB
386047	WFO R15.1 AV INT LAB
<b>Additional Features</b>	

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<b>Material Code</b>	<b>Description</b>
386048	WFO R15.1 SDK FOR QM AND WFM
385946	WFO R15.1 SDK FOR QM AND WFM ENTL
385953	WFO R15 SDK FOR QM AND WFM UPG
386051	WFO R15.1 DATA CTR REDUN
386052	WFO R15.1 DATA CTR REDUND ENTL
386053	WFO R15.1 DATA CTR REDUND UPG
386049	WFO R15.1 INTRADAY PERFORM MGMT
385954	WFO R15.1 INTRADAY PERFORM MGMT ENTL
385955	WFO R15.1 INTRADAY PERFORM MGMT UPG