



# End of Sale Notice

**Notification Date:** 15-Nov-2022

**Revision Date:** 12-May-2023

**Effective Date:** 15-Nov-2022 or 15-Feb-2023 depending on the component as listed below

**Subject:** Avaya Breeze platform and the following snap-ins

Engagement Designer

Context Store Snap-in

Co-browsing Snap-in

WebRTC Snap-in

Call Park and Page Snap-in

Avaya Device Adapter Snap-in

Call Announcement Snap-in

Call Reconnect Snap-in

Call Redirection Manager Snap-in

Smart Caller ID Inbound/Outbound Snap-in

**Theatre/Region:** All Regions

## Revision History

Revision Date	Reason for change
15-Nov-2022	Initial notification
27-Jan-2023	Updated Summary and Migration Strategy section
12-May-2023	Updated the EoSS definition and set the date to TBD. Set the EoMS date for Context Store and Engagement Designer.

## Summary

As part of Avaya's restructuring and portfolio simplification, Avaya will no longer sell the Avaya Breeze platform and snap-ins as a standalone offer.

This EoS Notice includes the standalone Breeze offer and the following standalone snap-ins; Engagement Designer, Context Store, Co-browsing, WebRTC, Call Park and Page, Avaya Device Adapter, Call Announcement, Call Reconnect, Call Redirection Manager and Smart Caller ID Inbound/Outbound.

Avaya Oceana and Avaya Aura CC-Elite, Presence Services, Workspaces and Workplace Attendant still depend on the Breeze platform as part of their offers and are not included in this Breeze EoS Notice.



The Avaya Oceana solution bundles Breeze, Context Store, Co-browsing and the Engagement Designer snap-ins. These components and all other embedded Breeze snap-ins included with the Oceana solution continue to be supported when purchased as part of these offers.

Similarly, the Avaya Aura CC-Elite Subscription offer includes Avaya Workspaces and customer journey based on Breeze and Context Store. These Breeze snap-ins continue to be supported as part of these offers.

Effective 15-Nov-2022 or 15-Feb-2023 depending on the component Avaya will no longer sell, make commercially available standalone Avaya Breeze platform and snap-ins per the schedule listed below.



## Discontinued Order Codes and Migration Strategy

Discontinued Codes from the Pricing Catalog and configuration tools for new sales.

Material Code	Description
<b>Avaya Breeze platform</b>	
307286	BREEZE R3 TRIAL NON PRODUCTION LIC
384414	AAMS R8 SYSTEM LIC FOR BREEZE TRIAL
388061	BREEZE R3 LAB LIC
307410	BREEZE R3 USER LIC
307413	BREEZE R3 AVAYA SNAP-IN SRVR INSTNC
390717	BREEZE R3.2 WEBRTC DEBUG LIC
389563	BREEZE R3 CUSTOM SNAP-IN SERVER INSTANCE LIC
388950	BREEZE R3 MSG RCDG SYS
389560	BREEZE R3 PER MEDIA CH
384422	BREEZE R3 MEDIA CH SML AAMS R8 SYS
384423	BREEZE R3 MEDIA CH SML AAMS R8 ENTL
384424	BREEZE R3 MEDIA CH SML AAMS R8 UPG
384425	BREEZE R3 MEDIA CH MED AAMS R8 SYS
384426	BREEZE R3 MEDIA CH MED AAMS R8 ENTL
384427	BREEZE R3 MEDIA CH MED AAMS R8 UPG
384428	BREEZE R3 MEDIA CH LG AAMS R8 SYS
384429	BREEZE R3 MEDIA CH LG AAMS R8 ENTL
384430	BREEZE R3 MEDIA CH LG AAMS R8 UPG
415551	BREEZE R3 MEDIA CH SML AAMS R10 SYS
415552	BREEZE R3 MEDIA CH SML AAMS R10 ENTL
415553	BREEZE R3 MEDIA CH SML AAMS R10 UPG
415554	BREEZE R3 MEDIA CH MED AAMS R10 SYS
415555	BREEZE R3 MEDIA CH MED AAMS R10 ENTL
415556	BREEZE R3 MEDIA CH MED AAMS R10 UPG
415557	BREEZE R3 MEDIA CH LG AAMS R10 SYS
415558	BREEZE R3 MEDIA CH LG AAMS R10 ENTL
415559	BREEZE R3 MEDIA CH LG AAMS R10 UPG
384816	BREEZE CUSTOM DEVELOPMENT SUBS 1YPP
384817	BREEZE CUSTOM DEVELOPMENT SUBS 2YPP
384818	BREEZE CUSTOM DEVELOPMENT SUBS 3YPP
384819	BREEZE CUSTOM DEVELOPMENT SUBS 4YPP
384820	BREEZE CUSTOM DEVELOPMENT SUBS 5YPP
385125	BREEZE R3 AVAYA SNAP-IN SRVR INSTNC /H
390313	BREEZE R3 CUSTOM SNAP-IN SRVR INSTNC /H
390314	BREEZE R3 MEDIA SRVR BNDL INSTNC /H
402434	BREEZE R3 MEDIA CH SML AAMS R7.8 SYS /H
402435	BREEZE R3 MEDIA CH SML AAMS R8 SYS /H
<b>Breeze Speech</b>	
370477	NU R6/BREEZE VOC 1LANG
370478	NU R6/BREEZE VOC 2LANG
370479	NU R6/BREEZE VOC 3LANG
370480	NU R6/BREEZE VOC 1LANG DR
370481	NU R6/BREEZE VOC 2LANG DR
370482	NU R6/BREEZE VOC 3LANG DR
370369	NU R6/BREEZE RCG R10 T3 1LANG
370380	NU R6/BREEZE RCG R10 T3 2LANG
370381	NU R6/BREEZE RCG R10 T3 3LANG



370382	NU R6/BREEZE RCG R10 T3 1LANG DR
370383	NU R6/BREEZE RCG R10 T3 2LANG DR
370384	NU R6/BREEZE RCG R10 T3 3LANG DR
370367	NU R6/BREEZE DM-CORE 1LANG
370368	NU R6/BREEZE DM-CORE 2LANG
370462	NU R6/BREEZE DM-CORE 3LANG
380844	NU R6/BREEZE DM-CORE 1LANG DR LIC
380845	NU R6/BREEZE DM-CORE 2LANG DR LIC
380846	NU R6/BREEZE DM-CORE 3LANG DR LIC
370385	NU R6/BREEZE ADM 1LANG
370386	NU R6/BREEZE ADM 2LANG
370474	NU R6/BREEZE ADM 3LANG
370387	NU R6/BREEZE ADM 1LANG DR
370388	NU R6/BREEZE ADM 2LANG DR
370475	NU R6/BREEZE ADM 3LANG DR
370464	NU R6/BREEZE DM US CTY/ST
370463	NU R6/BREEZE DM-ADDR US/CA/UK
370468	NU R6/BREEZE DM US CTY/ST DR
370467	NU R6/BREEZE DM-ADDR US/CA/UK DR
370476	NU R6/BREEZE DM-ADDR US/CA/UK SUBS
370465	NU R6/BREEZE DM-NAMES
370469	NU R6/BREEZE DM-NAMES DR
370470	NU R6/BREEZE DM-EMAIL
370471	NU R6/BREEZE DM-EMAIL DR
370472	NU R6/BREEZE DM-SPELLING
370473	NU R6/BREEZE DM-SPELLING DR
370389	NU R6/BREEZE ASR/TTS LANG ARA
370390	NU R6/BREEZE ASR/TTS LANG CH-HK
370391	NU R6/BREEZE ASR/TTS LANG DA-DK
370392	NU R6/BREEZE ASR/TTS LANG DE-DE
370393	NU R6/BREEZE ASR/TTS LANG EN-AU
370394	NU R6/BREEZE ASR/TTS LANG EN-IN
370395	NU R6/BREEZE ASR/TTS LANG EN-UK
370396	NU R6/BREEZE ASR/TTS LANG EN-US
370397	NU R6/BREEZE ASR/TTS LANG CASTL
370398	NU R6/BREEZE ASR/TTS LANG ES-MX
370399	NU R6/BREEZE ASR/TTS LANG FR-CA
370400	NU R6/BREEZE ASR/TTS LANG FR-FR
370401	NU R6/BREEZE ASR/TTS LANG IT-IT
370402	NU R6/BREEZE ASR/TTS LANG JA-JP
370403	NU R6/BREEZE ASR/TTS LANG KO-KR
370404	NU R6/BREEZE ASR/TTS LANG NL-BE
370405	NU R6/BREEZE ASR/TTS LANG NL-NL
370406	NU R6/BREEZE ASR/TTS LANG NO-NO
370407	NU R6/BREEZE ASR/TTS LANG PL-PL
370408	NU R6/BREEZE ASR/TTS LANG PT-BR
370409	NU R6/BREEZE ASR/TTS LANG PT-PT
370410	NU R6/BREEZE ASR/TTS LANG RU-RU
370411	NU R6/BREEZE ASR/TTS LANG SV-SE
370412	NU R6/BREEZE ASR/TTS LANG EN-ZA
370413	NU R6/BREEZE ASR/TTS LANG ES-LA



370414	NU R6/BREEZE ASR/TTS LANG EN-EI
370415	NU R6/BREEZE ASR/TTS LANG EN-SC
370416	NU R6/BREEZE ASR/TTS LANG CATAL
370417	NU R6/BREEZE ASR/TTS LANG EU-ES
370418	NU R6/BREEZE ASR/TTS LANG HI-IN
370419	NU R6/BREEZE ASR/TTS LANG ID-ID
370420	NU R6/BREEZE ASR/TTS LANG FR-BE
370421	NU R6/BREEZE ASR/TTS LANG ZH-CN
370422	NU R6/BREEZE ASR/TTS LANG DE-AT
370423	NU R6/BREEZE ASR/TTS LANG MS-MY
370424	NU R6/BREEZE ASR/TTS LANG AR-JO
370425	NU R6/BREEZE ASR/TTS LANG CA-ES
370426	NU R6/BREEZE ASR/TTS LANG EL-GR
370427	NU R6/BREEZE ASR/TTS LANG TR-TR
370428	NU R6/BREEZE ASR/TTS LANG CS-CZ
370429	NU R6/BREEZE ASR/TTS LANG CE-HK
370430	NU R6/BREEZE ASR/TTS LANG EN-SG
370431	NU R6/BREEZE ASR/TTS LANG ES-AR
370432	NU R6/BREEZE ASR/TTS LANG DE-CH
370433	NU R6/BREEZE ASR/TTS LANG FI-FI
370434	NU R6/BREEZE ASR/TTS LANG HU-HU
370435	NU R6/BREEZE ASR/TTS LANG SK-SK
370436	NU R6/BREEZE ASR/TTS LANG SL-SL
370437	NU R6/BREEZE ASR/TTS LANG ZH-TW
370438	NU R6/BREEZE ASR/TTS LANG HE-IL
370439	NU R6/BREEZE ASR/TTS LANG ES-CO
370440	NU R6/BREEZE ASR/TTS LANG KN-IN
370441	NU R6/BREEZE ASR/TTS LANG TA-IN
370442	NU R6/BREEZE ASR/TTS LANG ML-IN
370443	NU R6/BREEZE ASR/TTS LANG TE-IN
370444	NU R6/BREEZE ASR/TTS LANG BN-IN
370445	NU R6/BREEZE ASR/TTS LANG GU-IN
370446	NU R6/BREEZE ASR/TTS LANG MR-IN
370447	NU R6/BREEZE ASR/TTS LANG TH-TH
370448	NU R6/BREEZE ASR/TTS LANG OR-IN
370449	NU R6/BREEZE ASR/TTS LANG PA-IN
370450	NU R6/BREEZE ASR/TTS LANG AF-ZA
370451	NU R6/BREEZE ASR/TTS LANG IS-IS
370452	NU R6/BREEZE ASR/TTS LANG RO-RO
370453	NU R6/BREEZE ASR/TTS LANG ES-US
370454	NU R6/BREEZE ASR/TTS LANG AR-WW
370455	NU R6/BREEZE ASR/TTS LANG AS-IN
370456	NU R6/BREEZE ASR/TTS LANG BG-BG
370457	NU R6/BREEZE ASR/TTS LANG SR-RS
370458	NU R6/BREEZE ASR/TTS LANG ES-CO
370459	NU R6/BREEZE ASR/TTS LANG UK-UA
370460	NU R6/BREEZE ASR/TTS LANG UR-IN
370461	NU R6/BREEZE ASR/TTS LANG UR-PK
<b>Engagement Designer</b>	
390674	ENGAGEMENT DESIGNER R3 BASE LIC
390676	ADDITIONAL ENGAGEMENT DESIGNER R3 DESIGNER LIC



396306	ENGAGEMENT DESIGNER R3 PER PORT INTERACT VCE RESPONSE TASK LIC
390318	ENGAGEMENT DESIGNER R3 BASE UNIT CU PRD USG /H
390319	ENGAGEMENT DESIGNER R3 ADDITIONAL UNIT CU PRD USG /H
390962	ENGAGEMENT DESIGNER R3.2 ADDITIONAL DESIGNER NU PRD USG /H
406669	ENGAGEMENT DESIGNER R3 NON PRODUCTION SYSTEM LIC
<b>Context Store Snap-in</b>	
305220	CONTEXT STORE R3 PER SERVER LIC:DS
305221	CONTEXT STORE R3 SCREEN POP USER LIC:CU
307379	CONTEXT STORE R3 AVAYA ENTERPRISE PORTAL CONNECTOR LIC:NU
307390	CONTEXT STORE R3 API LIC:NU
307465	CONTEXT STORE R3 PER SERVER MIGRATION LIC:DS
307466	CONTEXT STORE R3 USER MIGRATION LIC:CU
307467	CONTEXT STORE R3 AEP CONNECTOR MIGRATION LIC:NU
307468	CONTEXT STORE R3 API MIGRATION LIC:NU
380821	CONTEXT STORE R3 GEO REDUNDANCY LIC:DS
381022	CONTEXT STORE R3 PER SERVER LAB LIC:DS
381023	CONTEXT STORE R3 SCREEN POP USER LAB LIC:CU
381024	CONTEXT STORE R3 AEP CONNECTOR LAB LIC:NU
381025	CONTEXT STORE R3 API LAB LIC:NU
385461	CONTEXT STORE R3 PER SERVER WITH GEO REDUNDANCY /E LIC:DS
385462	CONTEXT STORE R3 SCREEN POP USER WITH GEO REDUNDANCY /E LIC:CU
385463	CONTEXT STORE R3 API CLIENT WITH GEO REDUNDANCY /E LIC:NU
390315	CONTEXT STORE R3 PER SERVER DS PRD USG /H
390316	CONTEXT STORE R3 SCREEN POP USER CU PRD USG /H
390317	CONTEXT STORE R3 API NU PRD USG /H
<b>Co-browsing Snap-in</b>	
381071	COLLABORATIVE BROWSING R3 USER LIC:NU
<b>WebRTC Snap-in</b>	
308442	WEBRTC R3 VOICE GATEWAY SMALL PACKAGE LIC:CL
308443	WEBRTC R3 VOICE GATEWAY MEDIUM PACKAGE LIC:CL
308444	WEBRTC R3 VOICE GATEWAY LARGE PACKAGE LIC:CL
308445	WEBRTC R3 VOICE GATEWAY LAB PACKAGE LC:CL
339253	WEBRTC R3 ON PREM OPEX VOICE GATEWAY SMALL PACKAGE LIC:DS
339254	WEBRTC R3 ON PREM OPEX VOICE GATEWAY MEDIUM PACKAGE LIC:DS
339255	WEBRTC R3 ON PREM OPEX VOICE GATEWAY LARGE PACKAGE LIC:DS
<b>Call Park and Page Snap-in</b>	
381550	PARK AND PAGE R3 SYSTEM LIC:CL
381551	PARK AND PAGE R3 MIGRATION FROM CS1K SYSTEM LIC:CL
381552	PARK AND PAGE R3 SYSTEM LAB LIC:CL
381553	PARK AND PAGE R3 MIGRATION FROM CS1K SYSTEM LAB LIC:C
<b>Avaya Device Adapter Snap-in</b>	
398136	DEVICE ADAPTER R8 VE VAPPLIANCE SYSTEM ENABLEMENT
398137	DEVICE ADAPTER R8 AMAZON WEB SERVICES AMI ENABLEMENT



398138	DEVICE ADAPTER R8 KVM VIRTUAL ENABLEMENT
398139	DEVICE ADAPTER R8 1ST BREEZE R3 SERVER INSTANCE LIC:DS
398140	DEVICE ADAPTER R8 ADDITIONAL BREEZE R3 SRVR INSTANCE LIC:DS
398141	DEVICE ADAPTER R8 SYSTEM LIC:DS
398142	DEVICE ADAPTER R8 NEW SYSTEM TRACKING
400034	DEVICE ADAPTER R8 1ST BREEZE R3 SERVER INSTANCE DS PRD USG /H
400035	DEVICE ADAPTER R8 ADDITIONAL BREEZE R3 SRVR INSTANCE DS PRD USG /H
400036	DEVICE ADAPTER R8 SYSTEM DS PRD USG /H
413444	DEVICE ADAPTER R10 VE VAPPLIANCE SYSTEM ENABLEMENT
413445	DEVICE ADAPTER R10 1ST BREEZE R3 SERVER INSTANCE LIC:DS
413446	DEVICE ADAPTER R10 1ST BREEZE R3 SERVER UPGRADE LIC:DS
413447	DEVICE ADAPTER R10 1ST BREEZE R3 SERVER ENTITLEMNT LIC:DS
413448	DEVICE ADAPTER R10 ADDITIONAL BREEZE R3 SRVR INSTANCE LIC:DS
413449	DEVICE ADAPTER R10 ADDL BREEZE R3 SRVR INSTANCE UPGRADE LIC:DS
413450	DEVICE ADAPTER R10 ADDL BREEZE R3 SRVR INSTANCE ENTL LIC:DS
413451	DEVICE ADAPTER R10 SYSTEM LIC:DS
413452	DEVICE ADAPTER R10 SYSTEM LICENSE UPGRADE LIC:DS
413453	DEVICE ADAPTER R10 SYSTEM LICENSE ENTITLEMENT LIC:DS
<b>Call Announcement Snap-in</b>	
399640	CALL ANNOUNCEMENT R1
<b>Call Reconnect Snap-in</b>	
399641	CALL RECONNECT R1
<b>Call Redirection Manager Snap-in</b>	
387433	Call Redirection Manager Base Applic
388943	CALL REDIRECT MGR R1 45DAY TRIAL LIC
<b>Smart Caller ID Inbound/Outbound Snap-in</b>	
308496	Smart Caller ID Inbound/Outbound Base Soft
388941	SMART CALLER ID R1 OUTBND 45DAYTRIAL
388942	SMART CALLER ID R1 INBND 45DAY TRIAL

### System Expansion post-End of Sale

New system sales will end on the date indicated below. After the End of Sale date, system expansions will be supported as indicated below.

### Migration Strategy

For the migration of the following Snap-In's, contact APS at [APSOffer@Avaya.com](mailto:APSOffer@Avaya.com) regarding the Call Steering API on the Avaya Hybrid Cloud Service (HCS) to address this functionality. HCS can be quoted and purchased in The Avaya Store or in ProServices Now.

- Call Redirection
- Smart Caller ID Inbound
- Smart Caller ID Outbound

In addition, AI Chat Bot's can address some of Breeze use cases for example workflows and action/notification tasks. Contact APS Sales for opportunity assessments.



**Avaya Co-browse**

Recommend customers to adopt Third party co-browse solution.

**Schedule**

Definitions:

EoS = End of Sale

EoMS = End of Manufacturer Support

EoSS = End of Support Sales

Aligning with our go-forward strategy and roadmap plans, Avaya will exit some products that do not align to our cloud strategy. We are identifying a few key categories:

1. Software-only products that will not be available for net new customer sales or existing customer expansions.
2. Software-only products where we do not want to expand to new customers will not be available for net new customer sales, but existing customers will be permitted to continue to purchase new systems and system expansions.

<b>(1) Software Only Products End of Sale Timelines Not Available For Net New Customer Sales or Existing Customer Expansions</b>					
<b>Product</b>	<b>EoS Notice Date</b>	<b>EoS Date</b>	<b>Last day to purchase Expansion</b>	<b>EoMS Date</b>	<b>EoSS Date**</b>
Avaya Device Adapter Snap-in	15-Nov-22	15-Feb-23	15-Feb-23	15-Feb-24	TBD
Call Park and Page Snap-in	15-Nov-22	15-Feb-23	15-Feb-23	15-Feb-24	TBD
Co-browsing Snap-in	15-Nov-22	15-Feb-23	15-Feb-23	15-Feb-24	TBD
WebRTC Snap-in	15-Nov-22	15-Feb-23	15-Feb-23	15-Feb-24	TBD
Call Announcement Snap-in	15-Nov-22	15-Feb-23	15-Feb-23	15-Feb-24	TBD
Call Reconnect Snap-in	15-Nov-22	15-Feb-23	15-Feb-23	15-Feb-24	TBD
Call Redirection Manager Snap-in	15-Nov-22	15-Feb-23	15-Feb-23	15-Feb-24	TBD
Smart Caller ID Inbound / Outbound Snap-in	15-Nov-22	15-Feb-23	15-Feb-23	15-Feb-24	TBD





<b>(2) Software Only Products End of Sales Timelines</b>					
<b>Not Available For Net New Customer Sales, Existing Customers Permitted</b>					
<b>Product</b>	<b>EoS Notice Date</b>	<b>EoS Date</b>	<b>Last day to purchase Expansion</b>	<b>EOMS Date</b>	<b>EoSS Date**</b>
Breeze	15-Nov-22	15-Nov-22	15-Feb-24	Future Date To Be Announced	TBD
Context Store	15-Nov-22	15-Nov-22	15-Feb-24	15-Feb-24	TBD
Engagement Designer	15-Nov-22	15-Nov-22	15-Feb-24	15-Feb-24	TBD

*\*\*End of Support Sales (EoSS): After this event Support Service contracts can no longer be purchased or renewed. Avaya will continue to meet its commitments under Support Services contracts already purchased from Avaya by customers or Channel Partners until they expire or are terminated*

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