



End of Sale Notice

Notification Date: 06-Dec-2022

Effective Date: 31-Mar-2023

Subject: End of Sale Customer Interaction
Express (CIE) R3

Theatre/Region: All

Revision History

Revision Date	Reason for change
06-Dec-2022	Initial version

Summary

Effective 31-Mar-2023 Avaya will no longer sell (make commercially available) new Customer Interaction Express (CIE) R3 systems. Expansions for existing customer installations will be made available until 31-Dec-2024.

Discontinued Order Codes and Migration Strategy

Discontinued Codes

Material codes required for new sales will be discontinued by the end of sale date. Further material codes will be discontinued at the time sale of system expansions has ended.

Please see appendix A for material code details

System Expansion post-End of Sale

New system sales ends on 31-Mar-2023, however, the capacity of installed systems can be expanded until 31-Dec-2024.

Upgrades from older CIE releases to CIE 3.4.x (latest release) continue to be available until 31-Dec-2024 (the end of the manufacturer support period)

Manufacturer Support

Manufacturer support is provided to customers with an Avaya support services contract in place for Customer Interaction Express 3.4.x. New bug fixes will be provided in the manufacturer support period for the most current update within the 3.4.x release. Customer Interaction Express 3.4.8 is the current release package as per November 2022.



Please note that CIE 3.3.x has been the last release supporting the Integral platform. There is no further manufacturer support available for that integration. Manufacturer support for the Integral platform did end on 31-Dec-2017 respectively.

Please refer to the Avaya life cycle policy for further details.

Migration Strategy

Avaya Experience Platform™ is already available making it easy to connect everything – voice, video, chat, messaging, and more – to deliver effortless experiences for customers and employees at every touchpoint. And it brings together teams, resources, and insights to maximize contact center performance and experiences.

New customers are asked to evaluate Avaya Experience Platform™ for their solution needs and Avaya and its business partners will work with existing CIE customers to migrate to Avaya Experience Platform™ over time.

Further migration options are available if a customer desires or requires utilizing an on-premise solution:

- Avaya Aura® Call Center Elite – when utilizing CIE today with the Avaya Aura® Communication Manager platform
- Avaya Call Reporting (ACR) – when utilizing CIE today with the Avaya IP Office Platform

Please contact your Avaya or Avaya business partner account representative for more information.

Schedule

End of Sale Date (last day to order new systems)	31-Mar-2023
End of Manufacturer Support for SOFTWARE *	31-Dec-2024
End of Manufacturer Support for HARDWARE *	N/A – CIE is a software only offer
Last day to purchase system expansions	31-Dec-2024
Targeted End of Services Support	31-Dec-2025**

** 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.*

***At End of Services Support (EoSS), Avaya Services will end the ability for its customers and channel partners to purchase new support coverage or renew existing support coverage on the product. Any existing support contracts will continue to their expiration.*



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



Appendix A – Discontinued Material Codes

Material codes below will be discontinued at the end of sale date.

Material Code	Description
303975	CIE R3 LIC ENABLE LIC
303977	CIE R3 STD USER ADDL LIC
303979	CIE R3 ADV USER ADDL LIC
304000	CIE R3 UPLIFT STD TO ADV USER LIC ¹
304001	CIE R3 AVAYA IPO CONN LIC
304006	CIE R3 AVAYA AURA CONN LIC
304007	CIE R3 IE CONN LIC
305404	CIE MODEL NEW
385528	CIE R3 WEB BASED WALLBOARD USER
388060	CIE R3.3 TRACKING CODE
291696	UPG ADV CIE R3 ICI CONN SRV BSC 1YMO
291697	UPG ADV CIE R3 ICI CONN SRV BSC 1YPP
291698	UPG ADV CIE R3 ICI CONN SRV BSC 3YMO
291699	UPG ADV CIE R3 ICI CONN SRV BSC 3YAN
291700	UPG ADV CIE R3 ICI CONN SRV BSC 3YPP
291701	UPG ADV CIE R3 ICI CONN SRV BSC 5YPP
291714	UPG ADV CIE R3 ICI CONN VCE USR 1YMO
291715	UPG ADV CIE R3 ICI CONN VCE USR 1YPP
291716	UPG ADV CIE R3 ICI CONN VCE USR 3YMO
291717	UPG ADV CIE R3 ICI CONN VCE USR 3YAN
291718	UPG ADV CIE R3 ICI CONN VCE USR 3YPP
291719	UPG ADV CIE R3 ICI CONN VCE USR 5YPP
296416	UPG ADV CIE R3 WEB WLLBRD USR 1YMO
296417	UPG ADV CIE R3 WEB WLLBRD USR 1YPP
296418	UPG ADV CIE R3 WEB WLLBRD USR 3YMO
296419	UPG ADV CIE R3 WEB WLLBRD USR 3YAN
296420	UPG ADV CIE R3 WEB WLLBRD USR 3YPP
296421	UPG ADV CIE R3 WEB WLLBRD USR 5YPP

Material codes available for additions only below will be discontinued at the end of the system expansions date.

Material Code	Description
303976	CIE R3 STD USER LIC
303978	CIE R3 ADV USER LIC
304002	CIE R3 MIG BCC TO STD USER LIC
304003	CIE R3 MIG BCC TO ADV USER LIC
304004	CIE R3 TEAM LEADER LIC
304005	CIE R3 SUPERVISOR LIC
304008	CIE R3 IVR PORT
304009	CIE R3 MIG BCC SPV TO CIE SUPV
304010	CIE R3 MIG BCC SITE NTWK TO IE CONN
304011	CIE R3 MIG BCC VCE CNTR PT TO IVR PT
304012	CIE R3 MIG STD USER R1 TO STD USER

¹ Avaya Experience Platform™ can be utilized to add digital channel capabilities to CIE starting R3.4.8.



304013	CIE R3 MIG ADV USER R1 TO ADV USER
304014	CIE R3 MIG TEAM LDR R1 TO TEAM LDR
304015	CIE R3 MIG SUPV R1 TO SUPV
304016	CIE R3 MIG IVR PORT R1 TO IVR PT
304017	CIE R3 MIG STD USER R2 TO STD USER
304018	CIE R3 MIG ADV USER R2 TO ADV USER
304019	CIE R3 MIG TEAM LDR R2 TO TEAM LDR
304020	CIE R3 MIG SUPV R2 TO SUPV
304021	CIE R3 MIG IVR PORT R2 TO IVR PT
385527	CIE R3 CRM SFDC PLUGIN
305405	CIE MODEL ADD
305406	CIE MODEL UPG
396679	CIE R3.4+ TRACKING CODE