



End of Sale Notice

Notification Date: 11-October-2010

Revision Date: 10-January-2012 *

Effective Date: 6-December-2010

Subject: End of Sale – Avaya NES Contact Center Manager (CCM) 7.x and NES Contact Center Express(CCE) 7.1

Theatre/Region: All

Revision History

Revision Date	Reason for change
*10-January-2012	<ul style="list-style-type: none">• Update Schedule for 'Last day to purchase system expansions'• Removed "Present Lifecycle Status" from dates table to avoid confusion or obsolete when Lifecycle dates pass• Format changes throughout

Summary

This bulletin provides advance notification of the lifecycle change for NES Contact Center Manager (CCM) 7.x and NES Contact Center Express (CCE) 7.1; and introduces Avaya Aura™ Contact Center 6.2 (AACC 6.2). Avaya Aura™ Contact Center 6.2 is the rebranding of the next release of NES CCM 7.x, enhanced with additional Avaya capabilities.

Effective **6-December-2010** Avaya will no longer sell (make commercially available) Avaya NES Contact Center Manager (CCM) 7.x and NES Contact Center Express (CCE) 7.1.

This bulletin applies to NES CCM Release 7 family of products, namely, Contact Center Manager Server (CCMS), Contact Center Manager Administration (CCMA), Contact Center Multimedia (CCMM), Contact Center Outbound (CCO) and Communications Control Toolkit (CCT); and auxiliary products such as CCMS7 for MLS. This bulletin also applies to localized versions of these products.

This advance notice is provided for planning purposes. These dates are in line with the currently published Avaya Life-Cycle policy. NES CCM and NES CCE lifecycle dates are planned to ensure support and development resources are focused on current and forthcoming product releases, thus maximizing benefits in terms of features and technology for customers.



System Expansion post-End of Sale

New system sales will end on the date indicated, however, for some products, the capacity of installed systems may be increased based on the continued availability of order codes for any System Expansions.

Existing NES CC7 and NES CCE7.1 customers can continue to purchase additional agent licenses and expand their systems until further announcement. End of expansions will be communicated by issuing an update to this product bulletin.

Migration Strategy

Existing NES CC7/CCE7.1 have a simple upgrade path to Avaya Aura™ Contact Center 6.2. AACC 6.2 supports all configurations that were available with CC7.x (AML or SIP) and connectivity to NES CS1000, in addition to Avaya CM. AACC 6.2 continues to support MLS interface for 3rd party integration for developers and partners licensed via the Avaya DevConnect program; and AACC 6.2 MLS continues to be available for purchase for deployment with 3rd party applications. Virtually all capabilities from NES CC7/CCE7.1 have been carried forward into Avaya Aura™ CC. AACC 6.2 includes CM compatibility

Avaya recommends that customers using NES CCM 7.x or NES CCE 7.1 plan to upgrade to the latest release (Avaya Aura™ Contact Center Release 6.2) prior to the published NES CCM 7 /CCE 7.1 End of Manufacture Support date.

Avaya Aura™ Contact Center 6.2 is the rebranding of the next release of NES CCM 7.x, enhanced with additional Avaya capabilities. Upgrade to AACC 6.2 is a straightforward upgrade process. Avaya Aura™ Contact Center's Upgrade and Patches document (Document ID NN44400-410) provides a complete procedure for upgrading from NES CC7 to Avaya Aura™ CC. In summary, a customer can migrate data from previous versions of NES Contact Center to the Avaya Aura™ CC application suite by using software migration procedures. Migration procedures move all historical, statistical and configuration information from a previous release of NES Contact Center to the new release of Avaya Aura™ CC. Please note that Support for Avaya Aura™ CC server applications is available only on the Windows Server 2008 Release 2 operating system. Previous releases of NES Contact Center are not supported on this operating system. To upgrade the software, user must install the new operating system, install Avaya Aura™ Contact Center Release 6.2, and then migrate their existing data.

Partners holding any existing: SRS Basic (GW5500xxx), or Express Plus (GU6300xxx), or PASS Plus (GU4300) - support service contracts should invoke their pre-paid software upgrade to the current release. Each of these support service levels entitles the partner to receive major and minor software releases and documentation, as they are made Generally Available for release by Avaya for partner and customer use. Further, Avaya highly recommends that this upgrade take place before the CC 7.x MD date in order to ensure that partner can receive continuous and uninterrupted Technical Support, if required.

Microsoft Service Packs and Security Hotfixes

Please be aware that after Manufacture Discontinue date, Avaya will not monitor and confirm applicability of any future Microsoft Security Hotfixes or Service Packs for NES CCM 7 and NES CCE 7.1.



Schedule

End of Sale Date (last day to order new systems)	6-December-2010
End of Manufacturer Support for SOFTWARE *	6-December-2011
End of Manufacturer Support for HARDWARE *	n/a
Last day to purchase system expansions	6-December-2012
Last day to purchase a new Avaya services contract *	6-December-2011
Targeted End of Services Support**	30-July-2015***

* 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 targeted to coincide with base operating system (Microsoft Windows 2003) lifecycle.

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 available until the End of Services Support date.

Important information on Contact Center 7.x services for North America

Contact Center Support/Maintain Services continue to be available in shapes and sizes to meet Partner's needs. Support options available include: (ALL of these Services are purchased by Partner's from Avaya. In some cases a matching partner/customer contract may be warranted, at the partner's discretion).

- Express Plus (GU6300xxx) service is available in 1, 2 or 3 year terms. Express Plus service provides Remote Technical Support delivered by Avaya directly to the customer on behalf of the partner, as well as pre-paid software upgrades (sometimes referred to as SRS).
- Express Basic (GE6300xxx) service is available in 1, 2 or 3 year terms. Express Basic service provides Remote Technical Support (ONLY) delivered directly to the customer on behalf of the partner. Pre-paid software upgrades are not provided with this type of service.
- Partner Assurance Support Service (PASS) Plus (GU4300xxx) service is available in 1,2, 3 year term. PASS Plus service provides Remote Technical Support delivered by Avaya to the partner, as well as pre-paid software upgrades. The partner provides Level 1 /2 support while Avaya delivers Level 3 support to the partner. Partners are free to, and encouraged to re-brand this service to their customers.
- PASS Basic (GE4300xxx) service is available in 1, 2 or 3 year terms. PASS Basic service provides Remote Technical Support ONLY delivered by Avaya to the partner. Pre-paid software upgrades are not provided with this type of service.
- Effective February 1, 2009, SRS Basic (GW5500) service is no longer available for new contracts.

Please also refer to: Distributors Notices: N8B2CG1, N8A1CFGS1, N892CFG1 for additional information concerning Contact Center Support Services .



All of the above services are available for purchase for any CCM 7.x system, until the CCM 7.x MD date. After CCM 7.x MD date, no further Support POs will be accepted, for support of CC 7.x systems.

An Extended Support Service may be offered to assist in support of "Large AND Complex CCM 7.x systems," beyond the CCM 7.x MD date. Those details will be provided at the appropriate time.

For other regions, please contact your services prime for services available in your region.

Additional Information

Symposium Call Center Server/CCM Life-cycle Summary

Lifecycle Summary			
Release	Current	Manufacture Discontinued	End of Life
SCCS 1.5	Aug 1999	Feb 2001	June 2002
SCCS 3.0	April 2000	May 2003	April 2004
SCCS 4.0	Nov 2000	April 2004	Dec 2004
SCCS 4.2	May 2002	Nov 2005	May 2006
SCCS 5.0	April 2004	Sept 2007	Sept 2008
CCM 6.0	Dec 2005	June 2010	June 2012
CCM 7.x	June 30, 2009	Dec 6, 2011	July 30, 2015
AACC 6.x*	July 30, 2010	-	-

* Avaya Aura™ Contact Center 6.2 is the next release of NES CCM 7.x, enhanced with additional Avaya features and capabilities.

For Symposium Express Call Center (SECC) 4.2 lifecycle dates, please also see NES bulletin number P-2009-0192-Global, dated December 1, 2009.

Links to 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