



# End of Sale Notice

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

**Effective Date:** 15-Nov-2022

**Subject:** End Of Sale – Avaya Elite Multichannel 6.x

**Theatre/Region:** ALL

## Revision History

Revision Date	Reason for change
<b>November 10, 2022</b>	Initial publication of the End of Sale notice

## Summary

Avaya Elite Multichannel is the contact center multimedia solution simplifying customer service and contact management across multiple communication channels, helping companies better exceed customer expectations during each and every interaction. Avaya Elite Multichannel allows customers to contact a company via phone (voice), email, text (SMS), web chat or instant messaging (IM) for a more complete customer experience

As part of Avaya's portfolio simplification, effective **November 15, 2022**, Avaya Elite Multichannel 6.x will no longer support the designs for Avaya Elite Multichannel 6.x. Existing quotes can be converted into orders for a period of 60 days after End of Sale. Additions to existing systems can be designed and ordered until End of Manufacture support (November 14, 2023).



## Discontinued Order Codes and Migration Strategy

### Discontinued Codes

Effective November 15, 2022, the following Avaya Elite Multichannel 6.x material codes will be End of Sale for new opportunities. Avaya will continue to support Avaya Elite Multichannel license additions (expansions and features) for existing customers until the End of Manufacture Support (EoMS) date.

Material Code	Description
273562	CC R4 NEW OR ADD ELITE MULTI-CHANNEL LIC
273563	CC R4 MS-CRM CONN LIC
273560	CC R5 NEW OR ADD ELITE MULTI-CHANNEL LIC
273561	CC R5 MS-CRM CONN LIC
307690	CC R5 EMC NEW ADD STANDBY LIC
273566	CC R6 ELITE MULTI- CH LIC UPG
273568	CC R6 ELITE MULTI- CH LIC ENTITLE
273567	CC R6 MS-CRM CONN LIC UPG
273569	CC R6 MS-CRM CONN LIC ENTITLE
307692	CC R6 EMC STANDBY UPG LIC
305486	CC R6 ELITE MULTI-CH CMPT SUPT LIC
273633	CCELITE R6 MULTICHANNEL MIG FROM CCE
273636	CCELITE R6 MULTICHNL MIG CCE ENTL
387449	CC R6 EMC NEW SYS TRACKING
387492	CC R6 EMC MEDIA CLIENT UPDATE LIC
387493	CC R6 EMC MED CLIENT UPDATE STANDBY

### System Expansion post-End of Sale

Net-new system sales will end on the date indicated below (schedule). After the End of Sale date, Avaya will continue to support Avaya Elite Multichannel license additions (**expansions and features**) for existing customers until the End of Manufacture Support (EoMS) date.

Material Code	Description
271861	CC R6 NEW OR ADD ELITE MULTI- CH LIC
272652	CC R6 MS-CRM CONN LIC
307691	CC R6 EMC NEW ADD STANDBY LIC
387490	CC R6 EMC MEDIA CLIENT NEW ADD LIC
387491	CC R6 EMC MED CLIENT NEW ADD STNDBY



## Migration Strategy

Avaya Elite Multichannel customers are recommended to adopt and migrate to Avaya Experience Platform™. Avaya Elite Multichannel customers with Upgrade Advantage (UA) will get entitlement (\$0; like-to-like) when migrating to Avaya Experience Platform™. Please contact your Avaya account executive for details.

## Schedule

End of Sale Date (last day to order new systems)	15-Nov-2022
End of Manufacturer Support for SOFTWARE *	14-Nov-2023
End of Manufacturer Support for HARDWARE *	NA
Last day to purchase system expansions	14-Nov-2023
Last day to purchase a new Avaya services contract *	14-Nov-2023
Targeted End of Services Support	TBD**

*\* 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 restricted till “Targeted End of Services Support “only.

## 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