



End of Sale Notice

Notification Date: 15-Nov-2022

Revision Date: 15-Aug-2023

Effective Date: 15-Nov-2022

**Subject: End Of Sale – Avaya Interaction Center 7.3.x and
Avaya Operational Analyst 7.3.x**

Theatre/Region: ALL

Revision History

Revision Date	Reason for change
November 10, 2022	Initial publication of the End of Sale notice
August 08, 2023	Extension of EoMS

Summary

Avaya Interaction Center 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. It's a customer interaction suite software platform for enterprise class management of multimedia communications; voice, e-mail, web, video, SMS, IP Telephony and social media.

Avaya Operational Analyst is a multi-channel contact center real-time performance monitoring, historical reporting and analytical system supporting Enterprise businesses that need integrated and consolidated operational data storage, reporting and analysis for the Contact Center.

As part of Avaya's restructuring and portfolio simplification, Effective **November 15, 2022**, Avaya Interaction Center 7.3.x and Avaya Operational Analyst 7.3.x will no longer sell, make commercially available for sales or upgrade licenses from earlier releases of Avaya Interaction Center 7.2.x and Avaya Operational Analyst 7.2.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 November 14, 2023.



Discontinued Order Codes and Migration Strategy

Discontinued Codes

Effective November 15, 2022, the following Avaya Interaction Center 7.3.x including Avaya Operational Analyst 7.3.x material codes shall move to End of Sale for net-new opportunities. These material codes shall be discontinued from the configuration tools for net-new opportunities.

Material Code	Description
227880	IC 7.X CNCRNT VCE CC AGT
227887	IC 7.X ADDL VCE CC AGT
227886	IC 7.X CNCRNT MLTMED CC AGT
227881	IC 7.X ADDL MLTMED CC AGT
227883	IC 7.X UPG VCE TO MLTMED AGT
227882	IC 7.X AVAYA AGT CNCRNT USER
227885	IC 7.X SIEBEL USER
202333	IC 7.1+ CONTENT ONLY EMAIL 3 SRVR MAX
227884	IC 7.1+ CONTENT ONLY EMAIL 3 SRVR MAX
202337	IC 7.1+ NON_AVAYA IVR CONN
227889	OA 7.X BASE W/IC USER
227890	OA 7.X BASE W/IC ADDL USER
227891	OA 7.X BASIC REPORTS USER
202444	OA 7.1+ FOR CMS PER CONN

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 Interaction Center and Avaya Operational Analyst license additions (expansions and features) for existing customers until the End of Manufacture Support (EoMS) date.

Migration Strategy

Avaya Supports several migration options to innovative on-premise (Perpetual or Subscription) and cloud solutions (Dedicated or Multi-Tenant), based on customer business requirements. Avaya Interaction Center customers are recommended to adopt and migrate to Avaya Experience Platform™ (AXP).

Please contact your Avaya Sales and Account representative for available Investment Protection Program (IPP) to support your migration.



Schedule

End of Sale Date (last day to order new systems)	15-Nov-2022
End of Manufacturer Support for SOFTWARE *	30-Jun-2025
End of Manufacturer Support for HARDWARE *	NA
Last day to purchase system expansions	14-Nov-2023
Targeted End of Support Sales	TBD**

** Per Avaya Product Lifecycle Policy*

***Avaya Services may revise the Target End of Support Sales 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 Support Sales “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