Title: End of Sale Notice Verint/Witness Pre-R7.7 Releases

Notification Date: 1-Dec-08

Effective 01-December-2008, Avaya will no longer sell new or add-on orders for Verint/Witness releases prior to R7.7. Further, no new orders for R7.7 will be accepted given the General Availability of R7.8 launched in August, 2008. Releases impacted by this action include add-ons to:

Contact Store for Communication Manager R7.3 and older
Quality Management R5.4 and older
Workforce Management/Blue Pumpkin R4.6 and older

Following is a summary of sales and support status for the various releases of Witness products that have been sold by Avaya. If a release is not mentioned in the following chart, it was never officially sold or supported by Avaya.

Product	Release	End of Sale Date	End of Support Date
Contact Store for Communication Manager	7.7 (1)	01-Dec-08	TBD
	7.3	02-Apr-07	01-Oct-08
	7.2	02-Apr-07	01-Oct-07
	7.1	02-Apr-07	01-Oct-07
Witness Quality for Communication Manager	7.7 (1)	01-Dec-08	TBD
	5.3/5.4	02-Apr-07	01-Oct-08
Witness Workforce Management	7.7 (1)	01-Dec-08	TBD
	4.x (2)	07-May-07	01-Oct-08
Blue Pumpkin Workforce Management	3.x/2.x	07-May-07	01-Nov-07

(1) End of Sale for R7.7 New Systems and Upgrades only, Add-on orders still available.

(2) New sales discontinued 7-May-07, EoS on Add-on Effective 01-Dec-08.

None of the R7.7 codes are being disabled at this time as additions to R7.7 will continue to be sold.

Notice was previously given on the end of sale and support of releases with the older dates above, but is being provided in this notice for reference purposes.

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Discontinued SAP Codes

170917	CRM WFM ENTP INCR 1AGT LIC
170918	CRM WFM ENTP PH CNT MOD 1 AGT LIC
170919	CRM WFM ENTP EMAIL CNT MOD 1 AGT LIC
170920	CRM WFM ENTP WEB CNT 1 AGT LIC
170921	CRM WFM ENTP FAX CNT 1 AGT LIC
170922	CRM WFM ENTP CLBK CNT 1 AGT LIC
170923	CRM WFM ENTP VOIP CNT 1 AGT LIC
170924	CRM WFM ENTP RTAA CNT 1 AGT LIC
170925	CRM WFM ENTP VAC PLAN MOD 1 AGT LIC
174646	CRM WFM UPGRADE TO CURRENT VERSION
174647	DIR ENT W/O SKILLS OR WESS 1 AGT LIC
174648	DIR ENT W/SKILLS BUT W/O WESS 1 AGT LIC
174649	DIR ENT W/O SKILLS BUT W/WESS 1 AGT LIC
174650	WESS MOD ONLY 1 AGT LIC
174651	SKILLS MOD ONLY 1 AGT LIC
174652	WITNESS WFM CUSTOM PRODUCT LIC
174796	PRIME TIME ESSENTIALS KIT 1 AGT
174797	PRIME TIME ESSENTIALS SKILLS MOD 1 AGT
181881	WITNESS 5.X QLTY CALLS ONLY
181882	WITNESS 5.X QLTY CALLS/SCREENS
181883	WITNESS 5.X QLTY STE BULK CALLS/SCRN
181884	WITNESS QLTY APPL INTGR
182367	WITNESS CNTCTSTR FOR BUS SRVR 90 DAY TRL
182368	WITNESS EXEC RCRDG PT 90 DAY TRL
182369	WITNESS RCRDG PT OTHER 90 DAY TRL
184051	WITNESS 7.X BULK RECORD PT
184052	WITNESS 7.X EXEC RECORD PT
184053	WITNESS 7.X ONDEMAND RECORD PT
184054	WITNESS 7.X MEETING RECORD PT
184057	WITNESS 7.X TELEPHONE REPLAY SFTW
184058	WITNESS 7.X ARCHIVE MGR ENT SRVR SW
185646	WITNESS BUS TO ENT UPG
185656	WITNESS QUAL LAB TRIAL
185657	WITNESS QUAL CALLS LAB TRIAL
185658	WITNESS QUAL CALLS/SCREENS LAB TRIAL
185659	WITNESS QUAL BULK CALLS/SCRN LAB TRL
185660	WITNESS QUAL APPL INTG LAB TRIAL
186726	WITNESS INTERNAL USE LAB ONLY BUNDLE
186727	WITNESS 5.X QLTY RECORD PT
186728	WITNESS 7.X CNTCTSTR SVR SFTW REDUN
186729	WITNESS 7.X BULK RECORD PT REDUND
186787	WITNESS CONTACT STORE MODEL
186788	WITNESS QUALITY MODEL
186789	WORKFORCE MANAGEMENT BLUE PUMPKIN MODEL

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188196	WFM ACTIVITY MGR1 AGT LIC
188197	WFM WFO SRVR LIC
188606	WFM WARM SPARE LIC
188607	WFM DIR ENTPRS SHIFT BIDDING 1 AGT LIC
188608	WFM UPG LIC RTAA TO ACTIVITY MGR 1 AGT
188609	WFM UPG DIR ENTPRS TO CURRENT VER
188610	WFM LAB/TEST ENVIRONMENT WFM LIC
188611	WFM DIR ENTPRS APP LINK LIC
188612	WFM PLANNER MULTI SITE
188613	WFM PLANNER SINGLE SITE LIC
188614	WFM FRCSTNG/SCHED SRVR LIC
188615	WFM FRCSTNG/SCHED SRVR UPG TO WFO LIC
190186	WITNESS 7.X ONDEMAND RCD PT REDUND
190187	WITNESS 7.X EXEC RECORD PT REDUND
190188	WITNESS 7.X MEETING RECRD PT REDUND
191760	WITNESS COMP TO WFO PKG UPG
191763	WITNESS QUALITY ENTERPRISE REPORTING
192026	HSTD WITNESS MEDIA
192027	HSTD WITNESS FT AND QM 36 MONTH
192028	HSTD WITNESS FT AND QM 60 MONTH
192029	HSTD WITNESS EXEC REC 36 MONTH
192030	HSTD WITNESS EXEC REC 60 MONTH
192031	HSTD WITNESS MTG REC 36 MONTH
192032	HSTD WITNESS MTG REC 60 MONTH
192033	HSTD WITNESS CENT ARCH MGR 36 MONTH
192034	HSTD WITNESS CENT ARCH MGR 60 MONTH
192050	WITNESS 5.4 QLTY SRVR SFTW
192051	WITNESS WFM 4.6 SFTW BASE KIT 40 USERS
192051	WITNESS WFM 4.6 SFTW BASE KIT 40 USERS
192053	WITNESS WFM WFO SVR
192053	WITNESS WFM WFO SVR
192055	WITNESS WFM DCS ADAPTER
192074	WITNESS WORKFORCE OPTIMZN PKG REDUN
192075	WITNESS WORKFORCE MGMT PKG REDUN
192097	WITNESS WORKFORCE OPTIMIZATION PKG
192106	WITNESS WORKFORCE MGMT PKG
192107	WITNESS QUALITY MON PKG
192108	WITNESS COMP RECORD PKG
192109	WITNESS WFM TO WFO PKG UPG
192110	WITNESS COMP TO QM PKG UPG
192118	WITNESS 7.3 ARCHIVE MGR ENT SRVR SFTW
192126	WITNESS WFM DIR ENT APP LINK
192126	WITNESS WFM DIR ENT APP LINK
192127	WITNESS WFM FRCSTNG/SCHED SRVR
192128	WITNESS FRCST/SCHED SRVR UPG TO WFO
192128	WITNESS FRCST/SCHED SRVR UPG TO WFO
192129	WITNESS WFM ENTPRS RTAA ADAPTER

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192136	WITNESS QUALITY MON PKG REDUN
192137	WITNESS COMP RECORD PKG REDUN
192138	WITNESS QM TO WFO PKG UPG
192139	WITNESS TELEPHONE REPLAY PKG ADD-ON
192146	WITNESS ADD SCREENS TO VOICE ONLY QCM
192147	WITNESS ADD BULK AND SCREEN TO VOICE QCM
192148	WITNESS ADD BULK TO QCM VOICE AND SCREEN
192149	WITNESS 5.X QLTY REVIEWER PT
192157	WITNESS WFM DIR ENT PHONE
192158	WITNESS WFM MULTI MEDIA
192159	WITNESS WFM BASIC ADH
192160	WITNESS WFM TIME OFF MANAGER
192161	WITNESS DIR ENT W/O SKILLS OR WESS
192162	WITNESS DIR ENT W/SKILLS BUT W/O WESS
192163	WITNESS DIR ENT W/O SKILLS BUT W/WESS
192164	WITNESS WFM WESS MOD ONLY
192165	WITNESS WFM SKILLS MOD ONLY
192166	WITNESS WFM ACTIVITY MGR
192167	WITNESS WFM SHIFT BIDDING
193394	WITNESS ADD BULK/SCREEN TO VOICE QCM
193748	WITNESS LICENSE ACTIVATION
195726	HSTD WITNESS CUSTOM BILLING
197107	HSTD WITNESS WFM MEDIA
197108	HSTD WITS COMP 36 MNTH
197109	HSTD WITS COMP 60 MNTH
197110	HSTD WITS WFM 36 MNTH
197111	HSTD WITS WFM 60 MNTH
197112	HSTD WITS WFO 36 MNTH
197113	HSTD WITS WFO 60 MNTH
197114	HSTD WITS COMP 36 MNTH LIC
197115	HSTD WITS COMP 60 MNTH LIC
197216	HSTD WITS FT AND QM 36 MNTH LIC
197217	HSTD WITS FT AND QM 60 MNTH LIC
197218	HSTD WITS EXEC REC 36 MNTH LIC
197219	HSTD WITS EXEC REC 60 MNTH LIC
197220	HSTD WITS MTG REC 36 MNTH LIC
197221	HSTD WITS MTG REC 60 MNTH LIC
197222	HSTD WITS CENT ARCH MGR 36 MNTH LIC
197223	HSTD WITS CENT ARCH MGR 60 MNTH LIC
197224	HSTD WITS WFM 36 MNTH LIC
197225	HSTD WITS WFM 60 MNTH LIC
197226	HSTD WITS WFO 36 MNTH LIC
197227	HSTD WITS WFO 60 MNTH LIC
198156	HSTD WITS USAGE COMP 36 MNTH
198157	HSTD WITS USAGE COMP 36 MNTH
198158	HSTD WITS USAGE FT AND QM 36 MNTH
198159	HSTD WITS USAGE FT AND QM 60 MNTH

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198160	HSTD WITS USAGE EXEC REC 36 MNTH
198161	HSTD WITS USAGE EXEC REC 60 MNTH
198162	HSTD WITS USAGE MTG REC 36 MNTH
198163	HSTD WITS USAGE MTG REC 60 MNTH
198164	HSTD WITS USAGE CENT ARCH MGR 36 MNTH
198165	HSTD WITS USAGE CENT ARCH MGR 60 MNTH
198166	HSTD WITS USAGE WFM 36 MNTH
198167	HSTD WITS USAGE WFM 60 MNTH
198168	HSTD WITS USAGE WFO 36 MNTH
198169	HSTD WITS USAGE WFO 60 MNTH
198844	WITNESS UPG FROM SRVR TO PKG
108829920	CRM PKG ENTP KIT 0-249 AGT
700179773	CRM ENTP WFM SFTW BASE KIT 75 AGT
700179807	CRM SFTW ENTERPRISE WFM CMS RTAA PLUGIN
700462302	SRVR WITNESS/VERINT

Migration Strategy

All new sales of Verint/Witness Impact 360 packages are to be sold as R7.8. The 7.8 pricing tool and Verint sales will provide the required materials when new designs are created.

If you have questions or would like more information about these products, contact your authorized Avaya Representative.

Schedule

End of Sale (EoS)	01-December-2008
End of Manufacturer's Support	See above

End of Manufacturer's Support
The End of Manufacturer's Support availability represents the final date that Avaya will provide manufacturer's support for the product per the CSAG Manufacturer Support Commitment. Support may be extended past that period at the discretion of Avaya Services, BusinessPartners or other service providers. For additional information concerning long term support please contact your Service Provider.

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 BusinessPartners or other service providers. Additional information concerning Avaya Services can be found on the Services Offer Information Web site.

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