



End of Sale for IP Softconsole August 3, 2009

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SUMMARY

Avaya will be ending the sale for IP Softconsole effective August 3, 2009. Customers who are purchasing a new system or who are purchasing their first PC-based softconsole should consider OSPC. Customers who already have IP Softconsole and Avaya Communication Manager 3.1 or later should consider taking advantage of upgrade pricing and move to OSPC as soon as possible.

DESCRIPTION

Avaya will stop selling IP Softconsole on August 3, 2009 as the final step towards replacing it with OSPC.

OSPC is a next generation PC based operator console for use with Avaya Communication Manager that became Globally Available in Feb. 2009. OSPC integrates telephony with customer data (e.g., to identify VIP customers and insure they are properly handled) and internal employee information such as whether they are free or busy, present or absent to enable faster, higher quality, individualized service by an operator, receptionist or secretary. OSPC is compatible with Avaya Communication Manager 3.1 and later releases.

Customers who are purchasing a new Communication Manager system and need an operator or attendant console should consider OSPC since it is more likely to suit their needs. Customers who have Communication Manager 3.1 or later and need to add an operator or attendant console should also consider OSPC.

Customers who already have IP Softconsole installed and need additional seats are welcome to purchase them before August 3, 2009, but should consider taking advantage of upgrade pricing on OSPC for existing IP Softconsole seats and any additional seats that may be necessary.

MATERIAL CODES TO BE DISCONTINUED

Mat. Code	Description
700253214	IP SOFTCON R1.5 W/1 LIC SFTW CD-ROM
700257066	PCCON MIG SOFTCON R1.5 1 LIC SFTW CD



REPLACEMENT AND RELATED MATERIAL CODES

Mat. Code	Description
214373	OSPC CLIENT UPG USER LIC
214372	OSPC CLIENT NEW USER LIC
214374	OSPC CONNECT EXTL DATABASE 5USER LIC
214375	OSPC CALENDAR ABSENCE 5USER LIC
214376	OSPC ABSENCE ASSIST EXCH 5USER LIC
214377	OSPC ABSENCE WEB TOOL 5USER LIC
214378	OSPC 3RD PARTY BLAMP GENERAL LIC
214379	OSPC 3RD PARTY BLAMP 200STA LIC
214620	OSPC PUM USERS GENERAL LIC
214621	OSPC 3RD PARTY BLAMP 500STA LIC
700451156	OSPC CLIENT USER SFTW CD

MANUFACTURER'S WARRANTY AND MANUFACTURER SUPPORT

Avaya's Manufacturer's Warranty will remain valid for twelve months after the date of sale for IP Softconsole. Manufacturer support will be available until Aug 3, 2010.

FOR MORE INFORMATION

For more detailed information please refer to the Avaya Support portal at <http://support.avaya.com/>. You can search for IP Softconsole or OSPC.

REGIONS

The IP Softconsole End of Sale applies globally and will be effective August 3, 2009.

OSPC is available globally now.