



## AVAYA Support Advantage Supported Products List

version April 2019

The Avaya products eligible for Support Advantage and Upgrade Advantage coverage include the software listed in this table and the associated hardware on which the software resides.

The following high level categories of phone sets are eligible for coverage under the Support Advantage Terminal Replacement offer: Vantage, J1XX, 12XX, 14XX, 15XX, 16XX, 24XX, 25XX, 62XX, 64XX, 71XX, 72XX, 73XX, 74XX, 81XX, 84XX, 85XX, 94XX, 96XX, Call Center 603 Console, Call Director, Call Display, CallMaster I-VI, and E12X. The 302d Attendant Console is covered under Support Advantage Gateway Parts/Onsite coverage.

PLATFORM / RELEASE	MPC	LATEST RELEASE ?	INTEGRATED APPLICATION?	UPGRADE ADVANTAGE REQUIRED ?
ACP VM STANDARD R4	S_VM_STD_SW_R4	YES	NO	YES
AES SFDC OPEN CTI CONNECTOR R1	S_AES_SFDC_CONN_R1	YES	NO	YES
AGENT DESKTOP R6	S_AGT_DESKTOP_R6	NO	NO	NO
AGENT DESKTOP R7	S_AGT_DESKTOP_R7	YES	NO	YES
AGENT FOR DESKTOP R1	S_VDI_AGENT_SW_R1	NO	NO	NO
AGILE COMMUNICATIONS ENVIRONMENT R3	S_ACE_SW_R3	NO	YES	NO
AGILE COMMUNICATIONS ENVIRONMENT R6	S_ACE_SW_R6	YES	YES	NO
APPLICATION ENABLEMENT SERVICES R4	S_AES_SW_4	NO	YES	NO
APPLICATION ENABLEMENT SERVICES R5	S_AES_SW_5	NO	YES	NO
APPLICATION ENABLEMENT SERVICES R6	S_AES_SW_6	NO	YES	NO
APPLICATION ENABLEMENT SERVICES R7	S_AES_SW_R7	NO	YES	YES
APPLICATION ENABLEMENT SERVICES R8	S_AES_SW_R8	YES	YES	YES
AV AURA PERFORMANCE CENTER R7	S_AAPC_SW_R7	YES	YES	NO
AVAYA AURA COMMUNICATION MANAGER R6	S_AURA_SW_R6	NO	YES	NO
AVAYA AURA COMMUNICATION MANAGER R7	S_AURA_SW_R7	NO	YES	YES
AVAYA AURA COMMUNICATION MANAGER R8	S_AURA_SW_R8	YES	YES	YES
AVAYA AURA EXPERIENCE PRTL R6	S_AAEP_SW_R6	NO	NO	NO
AVAYA AURA EXPERIENCE PRTL R7	S_AAEP_SW_R7	YES	NO	NO
AVAYA AURA MEDIA SERVER R7	S_AAMS_SW_R7	NO	YES	YES
AVAYA AURA MEDIA SERVER R8	S_AAMS_SW_R8	YES	YES	YES
AVAYA AURA MSG R6	S_AAM_SW_R6	NO	NO	NO
AVAYA AURA MSG R7	S_AAM_SW_R7	YES	NO	YES
AVAYA AURA VIRTUAL PLATFORM R7	S_AAVP_SW_R7	YES	YES	YES
AVAYA AURA WEB GATEWAY R3	S_WEB_GTWY_SW_R3	YES	NO	YES
AVAYA B5800 BRANCH GATEWAY R6	S_AV_BRANCH_IPO	YES	NO	NO
AVAYA CLOUD APPLICATION LINK (ACAL) R1	S_ACAL_SW_R1	YES	NO	NO
AVAYA CONFERENCING R7	S_CONF_SW_R7	NO	NO	NO
AVAYA CONFERENCING R8	S_CONF_SW_R8	NO	NO	NO
AVAYA CONFERENCING R9	S_CONF_SW_R9	YES	NO	YES
AVAYA CONTROL MANAGER R6	S_CONTROL_MGR_R6	NO	NO	NO
AVAYA CONTROL MANAGER R7	S_CONTROL_MGR_R7	NO	NO	NO
AVAYA CONTROL MANAGER R8	S_CONTROL_MGR_R8	YES	NO	YES
AVAYA FLARE COMMUNICATOR R1	S_FLARE_COMM_SW_R1	NO	YES	NO
AVAYA FLARE COMMUNICATOR R2	S_FLARE_COMM_SW_R2	YES	YES	NO
AVAYA INBOUND CONTACT EXPRESS R1	S_AICE_SW_R1	NO	NO	NO
AVAYA IQ R4	S_CCR_SW_R4	NO	NO	NO

PLATFORM / RELEASE	MPC	LATEST RELEASE ?	INTEGRATED APPLICATION?	UPGRADE ADVANTAGE REQUIRED ?
AVAYA IQ R5	S IQ_SW_R5	NO	NO	NO
AVAYA NAVIGATOR R3	S ANAV_SW_R3	NO	NO	NO
AVAYA NAVIGATOR R4	S ANAV_SW_R4	YES	NO	NO
AVAYA NOTIFICATION SOLUTION R2	S ANS_SW_R2	YES	NO	NO
AVAYA OCEANA R3.2	S OCEANA_SW_R3	YES	NO	YES
AVAYA OFFICELINX R10.7	S OL_SW_R10	YES	NO	YES
AVAYA OUTBOUND CONTACT EXPRESS R1	S AOCE_SW_R1	YES	NO	NO
AVAYA PROACTIVE CONTACT R4	S APC_SW_R4	NO	NO	NO
AVAYA PROACTIVE CONTACT R5	S APC_SW_R5	YES	NO	NO
AVAYA PROACTIVE OUTREACH MANAGER R3	S APOM_SW_R3	YES	NO	NO
AVAYA VIRTUALIZED APPLLIATION MANAGER R1	S AVAM_SW_R1	YES	NO	NO
AVAYA WEB ALIVE R2.5	S WEBALIVE_SW_R2_5	NO	NO	NO
AVAYALIVE ENGAGE R3	S WEBALIVE_SW_R3	YES	NO	NO
BORDER CONTROLLER R6	S BORDER_CTRL_R6	NO	NO	NO
C3000 R3	S C3000_SW_R3	YES	NO	NO
CALL BACK ASSIST R4	S CBA_SW_R4	YES	NO	NO
CALL CENTER R5	S CC_SW_R5	NO	YES	NO
CALL CENTER R6	S CC_SW_R6	NO	YES	NO
CALL CENTER R7	S CC_SW_R7	NO	YES	YES
CALL CENTER R8	S CC_SW_R8	YES	YES	YES
CALL MANAGEMENT SYSTEM R17	S CMS_SW_R17	NO	NO	NO
CALL MANAGEMENT SYSTEM R18	S CMS_SW_R18	NO	NO	YES
CALL REDIRECTION MANAGER R1 (EPT - Snap-in)	S CALL_RDRCT_SW_R1	YES	NO	YES
CHATBOT FOR AUTOMATED CHAT SYSTEM R3	S CHATBOT_SW_R3	YES	NO	YES
CLICK TO CALL API R1 (EPT - Snap-in)	S CLICK2CALL_SW_R1	NO	NO	YES
COLLABORATION ENVIRONMENT R2 (Snap-in)	S CE_SW_R2	NO	NO	NO
COLLABRATION BROWSING R3 (Snap-in)	S COL_BROWSE_SW_R3	YES	NO	NO
COLLABRATION DESIGNER R3 (Snap-in)	S COL_DESIGN_SW_R3	YES	NO	NO
COLLABRATION POD R1	S CPOD_SW_R1	NO	NO	YES
COLLABRATION POD R2	S CPOD_SW_R2	NO	NO	YES
COLLABRATION POD R3	S CPOD_SW_R3	NO	NO	YES
COMMUNICATION MANAGER EXPRESS R5	S CME_SW_R5	YES	NO	NO
COMMUNICATION MANAGER MESSAGING R5_2	S CMM_SA_R5_2	NO	YES	NO
COMMUNICATION MANAGER MESSAGING R6	S CMM_R6	NO	YES	NO
COMMUNICATION MANAGER MESSAGING R7	S CMM_SW_R7	YES	YES	YES
COMMUNICATION MANAGER R5	S CM_SW_R5	NO	YES	NO
COMMUNICATOR R6	S CA_SW_R6	YES	NO	NO
CONTACT ANALYZER R1	S CNTC_ANLYZ_SW_R1	YES	NO	NO
CONTACT CENTER EXPRESS EDITION R4	S CCE_ED_SW_R4	NO	YES	NO
CONTACT CENTER EXPRESS R4	S CCE_SW_R4	NO	YES	NO
CONTACT CENTER EXPRESS R5	S CCE_SW_R5	YES	YES	NO
CONTACT CENTER R6	S CNTCT_CTR_SW_R6	NO	YES	NO
CONTACT CENTER R7	S CNTCT_CTR_SW_R7	YES	YES	YES
CONTEXT STORE R3 (Snap-in)	S CTXT_STORE_SW_R3	YES	NO	NO
CRM CONNECTOR R2	S CRM_CONN_R2	YES	NO	YES
CUSTOMER INTERACTION EXPRESS R3	S CIE_SW_R3	YES	NO	NO
CUSTOMER SERVICE EDITION R1	S CSE_R1	NO	NO	NO

PLATFORM / RELEASE	MPC	LATEST RELEASE ?	INTEGRATED APPLICATION?	UPGRADE ADVANTAGE REQUIRED ?
CUSTOMER SERVICE EDITION R2	S CSE R2	NO	NO	NO
DESKTOP WALLBOARD R6	S DSK WALLBD SW R6	NO	NO	NO
DIAGNOSTIC SERVER SW R2	S DS SW R2	YES	NO	NO
DISTRIBUTED OFFICE R1	S DIST ENT R1	NO	NO	NO
DISTRIBUTED OFFICE R2	S DIST_OFF_SW_R2	NO	NO	NO
DYNAMIC SELF SERVICE R2	S DSS SW R2	YES	NO	YES
ENGAGEMENT ASSISTANCE R3 (Snap-in)	S AEA SW R3	YES	NO	NO
ENGAGEMENT DEVELOPMENT PLATFORM R3 (Snap-in)	S CE SW R3	YES	NO	NO
EQUINOX ATTENDANT R5	S EQNX ATTENDANT_R5	YES	NO	YES
EXTENSION TO CELLULAR 500 R8	S EC500_SW_R8	NO	YES	NO
EXTENSION TO CELLULAR 500 R9	S EC500_SW_R9	YES	YES	NO
HARMONY R5	S HARMONY SW R5	YES	NO	YES
IDENTITY ENGINES R8	S IDE SW R8	NO	NO	NO
IDENTITY ENGINES R9	S IDE SW R9	YES	NO	NO
IDSWIN R5	S IDSWIN SW R5	YES	NO	NO
INTEGRATED MANAGEMENT R5	S IM SW R5	NO	YES	NO
INTEGRATED MANAGEMENT R6	S IM SW R6	YES	YES	NO
INTERACTION CENTER R7.1	S IC SW R7 1	YES	NO	NO
INTERACTIVE RESPONSE R3	S IR SW R3	NO	NO	NO
INTERACTIVE RESPONSE R4	S IR SW R4	NO	NO	NO
IP OFFICE CENTRALIZED R10	S IPO_CTRLZ_SW_R10	NO	YES	NO
IP OFFICE CENTRALIZED R9	S IPO_CNTRLZ_SW_R9	YES	YES	NO
MACS GATEWAY R9.8	S MACS GTWY SW R9	YES	NO	YES
MEDIAL R5	S MEDIAL SW R5	YES	NO	YES
MESSAGE NETWORKING R3.1	S MN SW R3 1	NO	NO	NO
MESSAGE NETWORKING R5	S MN SW R5	NO	NO	NO
MESSAGE NETWORKING R6	S MN SW R6	YES	NO	NO
MOBILE ASSISTANT R1	S MBL_ASSIST_SW_R1	YES	NO	NO
MOBILE VIDEO R3 (Snap-in)	S CC_MOB_VID_SW_R3	YES	NO	NO
MODULAR MESSAGING R3.1	S MM SW 3 1	NO	NO	NO
MODULAR MESSAGING R4	S MM SW R4	NO	NO	NO
MODULAR MESSAGING R5	S MM SW R5	NO	NO	NO
MULTIVANTAGE CUSTOMER INTERACTION EXPRESS R1	S MVCIE_SW_R1	NO	NO	NO
MULTIVANTAGE EXPRESS R2	S MVE_SW_R2	NO	NO	NO
MX CONFERENCING ENTERPRISE R5.0	S MX_CONF_ENT_R5	NO	NO	NO
MX CONFERENCING ENTERPRISE R6.0	S MX_CONF_ENT_R6	NO	NO	NO
MX EXPRESS CONFERENCING R1.5	S MX_CONF_R1_5	NO	NO	NO
MX EXPRESS CONFERENCING R2	S MX_CONF_R2	YES	NO	NO
NUANCE R11	S NUANCE_SW_R11	YES	NO	YES
NUANCE R6	S NUANCE_SW_R6	NO	NO	YES
NUANCE R6 FOR CE (Snap-in)	S NUANCE_R6_CE_SW	YES	NO	YES
ONE TOUCH VIDEO R2	S_1TOUCH_VID_SW_R2	YES	NO	NO
ONE-X AGENT R1	S ONE_X_AGENT_R1	NO	NO	NO
ONE-X AGENT R2	S ONE_X_AGENT_R2	YES	NO	NO
ONE-X ATTENDANT R3	S ONE_X_ATTENDANT_R3	NO	NO	NO
ONE-X ATTENDANT R4	S ONE_X_ATTENDANT_R4	NO	NO	NO
ONE-X CLIENT ENABLEMENT SERVICES (CES) R6	S ONE_X_PRES_SVCS_R6	YES	YES	NO

PLATFORM / RELEASE	MPC	LATEST RELEASE ?	INTEGRATED APPLICATION?	UPGRADE ADVANTAGE REQUIRED ?
ONE-X COMMUNICATOR R1	S ONE X COMM R1	NO	NO	NO
ONE-X COMMUNICATOR R6	S ONE X COMM R6	YES	NO	NO
ONE-X MOBILE COMMUNICATOR R1	S ONE X MC R1	NO	YES	NO
ONE-X PORTAL R1	S ONE X WEB R1	NO	NO	NO
OPERATION ANALYST R7.1	S OA_SW_R7_1	YES	NO	NO
PARK AND PAGE R3 (Snap-in)	S PARK_PAGE_SW_R3	YES	NO	NO
REALTIME SPEECH R3 (Snap-in)	S RLTM_SPCH_SW_R3	YES	NO	NO
S_SYSTEM MANAGER SW R7	S SYSTEM_MGR_SW_R7	NO	NO	YES
S_SYSTEM MANAGER SW R8	S SYSTEM_MGR_SW_R8	YES	NO	YES
SECURE ACCESS LINK R1.5	S SAL_SW_R1_5	NO	NO	NO
SECURE ACCESS LINK R2	S SAL_SW_R2	YES	NO	NO
SEQUENCED APPLICATION R1	S SEQ_APPL_SW_R1	YES	NO	NO
SERVICE LEVEL AGREEMENT R2	S SLA_SW_R2	YES	NO	NO
SESSION BORDER CONTROLLER ENT R6	S SBC_ENT_SW_R6	NO	NO	NO
SESSION BORDER CONTROLLER ENT R7	S SBC_ENT_SW_R7	NO	NO	YES
SESSION MANAGER R1	S SM_R1	NO	YES	NO
SESSION MANAGER R5	S SM_R5	NO	YES	NO
SESSION MANAGER R6	S SM_R6	NO	YES	NO
SESSION MANAGER R7	S SM_SW_R7	NO	YES	YES
SESSION MANAGER R8	S SM_SW_R8	YES	YES	YES
SMART CALLER ID R1 (EPT - Snap-in)	S SMART_CID_SW_R1	YES	NO	YES
SPEECH DIAL R3	S SPH_DIAL_SW_R3	YES	NO	NO
SURVEY ASSISTANT R3	S SRVY_ASST_SW_R3	NO	NO	NO
UNIFIED COMMUNICATION EDITIONS R1	S UCE_SW_R1	NO	NO	NO
UNIFIED COMMUNICATION EDITIONS R2	S UCE_SW_R2	NO	NO	NO
UNIFIED COMMUNICATION EDITIONS R6	S UCE_SW_R6	YES	NO	NO
VDI COMMUNICATOR R1	S VDI_COMM_SW_R1	NO	NO	NO
VDI COMMUNICATOR R2	S VDI_COMM_SW_R2	YES	NO	NO
VOICE PORTAL R4	S VP_SW_R4	NO	NO	NO
VOICE PORTAL R5	S VP_SW_R5	NO	NO	NO
WEBRTC R3	S WEBRTC_SW_R3	YES	NO	NO
WFO SELECT R5	S AWFOS_SW_R5	YES	NO	YES
WORK ASSIGNMENT R3 (Snap-in)	S WORK_ASSGN_SW_R3	YES	NO	NO
WORKFORCE OPTIMIZATION R11	S WFO_SW_R11	NO	NO	YES
WORKFORCE OPTIMIZATION R12	S WFO_SW_R12	NO	NO	YES
WORKFORCE OPTIMIZATION R15	S WFO_SW_R15	YES	NO	YES