AVAYA

End of Sale Notice

Notification Date: 06-Oct-2020

Revision Date: 26-Apr-2023
Effective Date: 31-Dec-2020

Subject: End of Sale of Avaya Proactive Contact 5.2.x

Theatre/Region: All

Revision History

Revision Date	Reason for change
06-Oct-2020	Initial publication of End of Sale Notice
26-Apr-2023	Update after new and expansion sale has ended • Detailing Material Codes having been discontinued by 31-Dec-2022 • Detailing Proactive Contact 5.2.0.3 being the latest and final Service Pack • Updating End of Manufacturing Support date for Proactive Contact hardware • Updating targeted End of Services Support date

Summary

Effective 31-Dec-2020 Avaya will no longer sell (make commercially available) the 5.2.x release or any older release of Avaya Proactive Contact. This includes all Proactive Contact related software and hardware (e.g. PG230) for new system sales. System expansions will continue to be available as outlined below.

Discontinued Order Codes and Migration Strategy

Discontinued Material Codes

All Material Codes outlined in Appendix B are discontinued as of 31-Dec-2022 as new and expansion sales has ended.

System Expansion post-End of Sale

Capacity of existing Proactive Contact 5.2.x systems can be expanded based on the continued availability of order codes until the "Last day to purchase system expansions" date specified below.

Hardware expansions will remain supported past the end of sale date as long as hardware is available, but no longer than the "Last day to purchase system expansions" date specified below. This document will be updated in the event of further hardware being discontinued without further lead time.

Upgrades of earlier Proactive Contact systems to the latest release continue to be available in line with the availability of software and hardware described above.

Manufacturer Support

Manufacturer support is provided to customers with an Avaya support services contract in place for the applicable Proactive Contact 5.2 components.

Manufacturer support for Proactive Contact 5.2 software has ended on 31-Dec-2022. Proactive Contact 5.2.0.3 Service Pack is the latest and final release package.

Please note that all Proactive Contact software releases older than 5.2.x were end of manufacturer support already at earlier dates.

Please refer to the Avaya life cycle policy for further details.

Migration Strategy

Avaya Proactive Outreach Manager has been available for several years in parallel to Proactive Contact. Avaya will focus on Proactive Outreach Manager as the main enterprise outbound solution in the future. Proactive Outreach Manager runs on the Avaya Experience Portal and provides automated outbound capabilities for Voice, Email and SMS. Proactive Outreach Manager supports agent assisted outbound dialing to utilize the best available channel at a given time, supporting the contact strategy required to reach out to your customers. It provides predictive, progressive or preview dialing modes and is integrated with the market leading Avaya Contact Center solutions:

- Avaya Aura® Call Center Elite
- Avaya Aura® Contact Center

Avaya Experience Platform™ is the Avaya multi-tenant contact center cloud solution making it easy to connect everything – voice, video, chat, messaging, and more – to deliver effortless experiences for customers and employees at every touchpoint. It brings together teams, resources, and insights to maximize contact center performance and experiences.
It provides outbound preview dialing capabilities to customer with the objective to provide further outreach capabilities in the future.

Migration offers are in place for existing Proactive Contact customers. Please contact your Avaya representative or Avaya business partner for further technical or commercial details.

Schedule

Start of Software Manufacturer Support	31-Dec-2020
End of Manufacturer Support for SOFTWARE *	31-Dec-2022
End of Manufacturer Support for HARDWARE *, ***	30-Jun-2023

Last day to purchase system expansions	31-Dec-2022
Targeted End of Services Support **	31-Dec-2025

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.

*** Please note that certain hardware components in the PC solution (especially common servers) have their own life cycle announcements outside of this document

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 available until the End of Services Support Notification is published on support.avaya.com

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

APPENDIX A - Avaya Proactive Contact End of Sale FAQs

Q1. Will licenses or new systems be sold to customers after the announcement of Proactive Contact end of sale?

A1. Licenses or new systems will be sold after the announcement of end of sale up to December 31, 2020, the effective end of sale date.

Q2. Will new systems be sold to customers after December 31, 2020, the effective end of sale date?

A2. No, new systems will not be sold after December 31, 2020, the effective end of sale date.

Q3. Can existing Proactive Contact customers buy add-on licenses or hardware expansions on their existing deployments? If so, up to what date?

A3. Yes, add-on licenses or expansion hardware will be sold up to

Proactive Contact add-on licenses	December 31, 2022
Proactive Contact expansion hardware	Expansion hardware will be provided as long as hardware supply is available, but no later than December 31, 2022

Q4. Do customers receive maintenance support services after the effective end of sale date?

A4. Yes, customers under active service contracts will receive support services after the effective end of sale date.

Q4. What is the migration path for my Proactive Contact solution?

A5. Proactive Contact customers can migrate to the Avaya Proactive Outreach Manager. A migration program is already available.

Avaya Proactive Outreach Manager offers a broad set of outreach capabilities including automated outbound capabilities for Voice, Email and SMS. Proactive Outreach Manager supports agent assisted outbound dialing to utilize the best available channel at a given time. supporting the contact strategy required to reach out to your customers. It provides predictive, progressive or preview dialing modes and is integrated with the market leading Avaya Contact Center solutions.

Appendix B – Discontinued Material Codes

Material Code	Description
187049	APC LRG CAB SYS LBL US AND CANADA
187050	APC LRG CAB LBL FOR CE MARK
196606	APC DEMO 10AGT 2SUPV LIC WITH MEDIA
213876	APC SW UPG KIT DSC OR ENBC
247873	APC ACC SRVR LANTRONIX 8PT KIT RHS
700204936	PDS MDM COURIER 56K 3CP3453
700248388	PDS LABEL TUV/GS LOGO
700408982	APC CBLE 2LPVC CARD TO DGTL SW RHS
700409048	APC CBL LANTRX-SW DB9F-SB25M 4FT RHS
700428147	APC OLIC CABLE ASSY RHS
700428345	APC CBL ASSY PWR HARD DISK DRIVE RHS
700448269	APC CBL LANTRONIX MDM 15FT
700459290	HP-UX 11i UPD FOR 3.0.3 SRK
700461908	APC SWITCH TO CSU CABLE (DB15-RJ45)
700466774	APC SWITCH TO CM CABLE (DB15-50PIN)
700500077	APC PG230RM ENH SINGLE MODE PWR SUPP
700500417	APC ACC SRVR 8PT LANTRONIX SLC8
700500892	APC ACC SRVR 8PT LANTRONIX SLC8 KIT
700501275	APC 4.2 SP1 BNDL
700502122	APC 4.2 SP2 BNDL
700506991	APC 4.2 SP3 BNDL

Material Codes being discontinued by 31-Dec-2022 (end of additions date)

Material Code	Description
Hardware	
213876	APC SW UPG KIT DSC OR ENBC
213942	APC MDM PLUS MNTG KIT
213949	APC PG230 RACK MOUNTABLE SYS CAB
338686	APC SRVR UPG MNTG KIT FOR 30U CAB
700170269	APC SHLD FERRITE RS232 CBL W/CASE.5 IN
700409030	APC CBL LANTRX-CPU 3FT RHS
700409154	APC QT1/OLIC MDF ADPTR MNTG KIT RHS
700428329	APC CBL SCSI BUS ENBC TRANS MOD RHS
700428618	APC RACK MOUNT KIT FOR PG230RM RHS
700428683	APC FAN TRAY PG230RM RHS
700428691	APC CABLE ENBC TO I/O CARD RHS
700448137	APC ENBC
700448186	APC DSP2 4:1 CARD
700448228	APC LPVC SCSI TERM
700463904	APC QUAD DIGITAL TRUNK CARD 2
700471956	APC PG230RM ETH KIT W/MNTG
700472681	APC QUAD E1 COAX ADAPTER ROHS 6/6
700472715	APC QUAD MDF ADAPTER ROHS 6/6
700472731	APC ENBC2 ROHS 6/6
700472756	APC LG PT VCE 2 CARD ENH
700473739	APC INTERNET PRTCL TELEPHONY CARD
700474372	APC QUAD TWISTED PR I/O MOD ROHS 6/6

700474380	APC QUAD COAX I/O MOD ROHS 6/6
700474398	APC IPTC I/O MOD
700474430	APC IPTC BACKPLANE ADPTR
700500080	APC PG230RM ENH REDUNDANT PWR SUPP
700500087	APC NORTH AMERICAN PWR CORD
700500088	APC EUROPEAN PWR CORD
700500089	APC UNITED KINGDOM PWR CORD
700500090	APC INDIA PWR CORD
700500091	APC AUSTRALIAN PWR CORD
700500092	APC ARGENTINA PWR CORD
700500093	APC JAPAN PWR CORD
Licenses/Media	
193996	PROACTIVE CONTACT MODEL
194206	APC SYS DATABASE LIC
195362	APC NEW CTI OFFER
197256	APC ADDITION MODEL
197257	APC UPGRADE MODEL
203147	APC PROMO REBATE BILL BACK
205447	APC NEW PG230RM OFFER
205448	APC UPG PG230RM OFFER
207710	APC ENTERPRISE ENABLE
224353	APC ENBC SFTW MEDIA 02
227906	APC R4 PREV CTI PER AGT LIC
227907	APC R4 PRED CTI PER AGT LIC
227910	APC R4 PREVCTI TO PREDCTI PERAGT LIC
227911	APC R4 PREV CTI PER SUPV LIC
227912	APC R4 PRED CTI PER SUPV LIC
227915	APC R4 PREV TO PRED CTI PER SUPV LIC
227916	APC R4 PRED PER AGT LIC
227919	APC R4 PREVCTI TO PRED PER AGT LIC
227920	APC R4 PREDCTI TO PRED PER AGT LIC
227921	APC R4 PRED PER SUPV LIC
227924	APC R4 PREVCTI TO PRED PER SUPV LIC
227925	APC R4 PREDCTI TO PRED PER SUPV LIC
229470	APC R5 PREV CTI PER AGT LIC
229471	APC R5 PRED CTI PER AGT LIC
229472	APC R5 PREV CTI PER AGT UPG LIC
229473	APC R5 PREV CTI PER AGT ENTITLE LIC
229474	APC R5 PRED CTI PER AGT UPG LIC
229475	APC R5 PRED CTI PER AGT ENTITLE LIC
229476	APC R5 PREVCTI TO PREDCTI PERAGT LIC
229477	APC R5 PREV CTI PER SUPV LIC
229478	APC R5 PRED CTI PER SUPV LIC
229479	APC R5 PREV CTI PER SUPV UPG LIC
229480	APC R5 PREVCTI PER SUPV ENTITLE LIC
229481	APC R5 PRED CTI PER SUPV UPG LIC
229482	APC R5 PREDCTI PER SUPV ENTITLE LIC
229483	APC R5 PREV TO PRED CTI SUPV LIC
229484	APC R5 PRED PER AGT LIC
229485	APC R5 PRED PER AGT UPG LIC
229486	APC R5 PRED PER AGT ENTITLE LIC

229487	APC R5 PREV CTI TO PRED PER AGT LIC
229488	APC R5 PRED CTI TO PRED PER AGT LIC
229489	APC R5 PRED PER SUPV LIC
229490	APC R5 PRED PER SUPV UPG LIC
229491	APC R5 PRED PER SUPV ENTITLE LIC
229492	APC R5 PREV CTI TO PRED PER SUPV LIC
229493	APC R5 PRED CTI TO PRED PER SUPV LIC
263841	APC R5 PREV CTI ADD AGT LIC
263842	APC R5 PRED CTI ADD AGT LIC
263843	APC R5 PREV CTI ADD SUPV LIC
263844	APC R5 PRED CTI ADD SUPV LIC
263845	APC R5 PRED ADD AGT LIC
263846	APC R5 PRED ADD SUPV LIC
385323	APC R5 PREV PER AGT LIC
385324	APC R5 PREV ADD AGT LIC
385325	APC R5 PREV TO PRED PER AGT LIC
385326	APC R5 PREV PER SUPV LIC
385327	APC R5 PREV ADD SUPV LIC
385328	APC R5 PREV TO PRED SUPV LIC
388622	APC R5 CUSTMR PROVIDED VMWARE
391721	APC TENANT ONBOARD DATABASE LIC
398483	APC SYS OS LIC
400276	AVAYA PROVIDED ACP SRVR TRACK
700513703	APC R5.2 AGT/SRVR SFTW MEDIA
700513704	APC R5.2 SUPV SFTW MEDIA

All Proactive Contact related Material Codes have been closed by 31-Dec-2022.