



End of Support Notification for Avaya Call Management System (CMS) Release 11

As of November 30, 2006, Avaya will no longer provide Manufacturer Support for CMS R11 and CMS Supervisor R11. As of that date, software additions to existing R11 CMS systems (such as additional CMS Supervisor licenses, additional agents, and features) can no longer be purchased. Avaya will continue to honor existing Service Agreements that extend beyond that date through the duration of the contract.

On June 13, 2005, the Avaya CMS Release 13 became generally available. Upgrading your CMS system will provide you with robust new features and functionality, and allow you to optimize the performance of your contact center. Avaya also offers tremendous value through its extensive Contact Center solutions portfolio. With Avaya's Customer Interaction Suite, you can support customer segmentation strategies, improve customer retention through more personal and consistent service, and pinpoint trends to create more up-sell and cross-sell opportunities.

Offer Strategy

Avaya now offers the following alternative solution: Avaya CMS Release 13 is now generally available. A CMS R11 can be upgraded to the CMS R13 through the normal upgrade process. Upgrading your CMS system will provide you with robust new features and functionality, and allow you to optimize the performance of your contact center. Below are the latest CMS R13 material codes currently available.

SAP Code	PEC Code (if applicable)	Description
192516		CMS NEW PER AGT LIC 1-5
192517		CMS NEW PER AGT LIC 6-10
192518		CMS NEW PER AGT LIC 11-25
192519		CMS NEW PER AGT LIC 26-50
192520		CMS NEW PER AGT LIC 51-100
192521		CMS NEW PER AGT LIC 101-250
192522		CMS NEW PER AGT LIC 251-500
192523		CMS NEW PER AGT LIC 501-1000

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192524		CMS NEW PER AGT LIC 1001+
192738		CMS ADD PER AGT LIC 1-5
192739		CMS ADD PER AGT LIC 6-10
192740		CMS ADD PER AGT LIC 11-25
192741		CMS ADD PER AGT LIC 26-50
192742		CMS ADD PER AGT LIC 51-100
192743		CMS ADD PER AGT LIC 101-250
192744		CMS ADD PER AGT LIC 251-500
192745		CMS ADD PER AGT LIC 501-1000
192906		CMS ADD PER AGT LIC 1001+
192525		CMS NEW PER AGT HA LIC 1-5 AGTS
192526		CMS NEW PER AGT HA LIC 6-10 AGTS
192527		CMS NEW PER AGT HA LIC 11-25 AGTS
192528		CMS NEW PER AGT HA LIC 26-50 AGTS
192529		CMS NEW PER AGT HA LIC 51-100 AGTS
192530		CMS NEW PER AGT HA LIC 101-250 AGTS
192531		CMS NEW PER AGT HA LIC 251-500 AGTS
192532		CMS NEW PER AGT HA LIC 501-1000 AGTS
192533		CMS NEW PER AGT HA LIC 1001+ AGTS
193027		CMS ADD PER AGT HA AGT LIC 1-5
193028		CMS ADD PER AGT HA AGT LIC 6-10
193029		CMS ADD PER AGT HA AGT LIC 11-25
193030		CMS ADD PER AGT HA AGT LIC 26-50
193031		CMS ADD PER AGT HA AGT LIC 51-100
193032		CMS ADD PER AGT HA AGT LIC 101-250
193033		CMS ADD PER AGT HA AGT LIC 251-500
193034		CMS ADD PER AGT HA AGT LIC 501-1000
193035		CMS ADD PER AGT HA AGT LIC 1001+
192534		CMS UPG PER AGT SNGL RLS 1-5 AGTS
192535		CMS UPG PER AGT SNGL RLS 6-10 AGTS
192536		CMS UPG PER AGT SNGL RLS 11-25 AGTS
192537		CMS UPG PER AGT SNGL RLS 26-50 AGTS
192538		CMS UPG PER AGT SNGL RLS 51-100 AGTS
192539		CMS UPG PER AGT SNGL RLS 101-250 AGTS
192540		CMS UPG PER AGT SNGL RLS 251-500 AGTS
192541		CMS UPG PER AGT SNGL RLS 501-1000 AGTS
192542		CMS UPG PER AGT SNGL RLS 1001+ AGTS
192543		CMS UPG PER AGT MULTI RLS 1-5 AGTS
192544		CMS UPG PER AGT MULTI RLS 6-10 AGTS
192545		CMS UPG PER AGT MULTI RLS 11-25 AGTS
192546		CMS UPG PER AGT MULTI RLS 26-50 AGTS
192547		CMS UPG PER AGT MULTI RLS 51-100 AGTS
192548		CMS UPG PER AGT MULTI RLS 101-250 AGTS
192549		CMS UPG PER AGT MULTI RLS 251-500 AGTS
192550		CMS UPG PER AGT MULTI RLS 501-1000 AGTS

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192551		CMS UPG PER AGT MULTI RLS 1001+ AGTS
192552		CMS PER AGT HA LIC UPG 1-5 AGTS
192553		CMS PER AGT HA LIC UPG 6-10 AGTS
192554		CMS PER AGT HA LIC UPG 11-25 AGTS
192555		CMS PER AGT HA LIC UPG 26-50 AGTS
192556		CMS PER AGT HA LIC UPG 51-100 AGTS
192557		CMS PER AGT HA LIC UPG 101-250 AGTS
192558		CMS PER AGT HA LIC UPG 251-500 AGTS
192559		CMS PER AGT HA LIC UPG 501-1000 AGTS
192560		CMS PER AGT HA LIC UPG 1001+ AGTS
192569		CMS R13 STD SFTW PKG
192570		CMS R13 ENH AUX PKG
193111		CMS R13 STD SFTW PKG - UIP
193112		CMS R13 SFTW + EXP AUX - UIP
192562		CMS SUPV NEW OR ADD 1-5
192563		CMS SUPV NEW OR ADD 6-10
192564		CMS SUPV NEW OR ADD 11-25
192565		CMS SUPV NEW OR ADD 26-50
192566		CMS SUPV NEW OR ADD 51-100
192567		CMS SUPV NEW OR ADD 101-250
192568		CMS SUPV NEW OR ADD 251-400

Contact Information: CMS Product Manager: Karen Crissey. Karen can be reached at kcrissey@avaya.com.

Next Steps:

Your Avaya Client Executive, or Authorized Business Partner, is available to discuss your particular contact center needs today and to assist you in planning for the future. Please feel free to contact your Avaya Client Executive or Authorized Business Partner as soon as possible to discuss your particular contact center needs today and in the future. They will assist you in determining how Avaya’s enhanced new reporting functionality can help you to optimize your business, and help you analyze approaches that will enhance your contact center operations. Your individual analysis will be based on your own specific business goals and current infrastructure.

Additional information about Avaya’s extensive Contact Center solutions portfolio can be found on our website at <http://www.avaya.com>

Currently Supported Releases

CMS R13		
CMS Supervisor R13		
CMS R12		
CMS Supervisor R12		

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Minimum Period of Support

The Minimum Period of Support represents the minimum period of time after the product end of sale date, during which Avaya will make available support for the product per the Avaya's Manufacturer Support Policy. Support may be extended past that period at the discretion of Avaya Services, Business Partners 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 Business Partners or other service providers. Additional information concerning Avaya Services can be found on Services Offer Information web site <http://support.avaya.com/japple/css/japple?PAGE=Home> and on the Avaya internal portal under Services.

For additional Information about Avaya solutions, please visit the Avaya business solutions web site (www.avaya.com).