



## **End of Support Notification for Avaya Call Management System (CMS) SUN SB100 Platform**

As of **December 31, 2007**, Avaya will no longer provide support for the SUN SB 100 platform used by CMS. As of that date, Avaya will no longer offer add-on memory modules, hardware support, or provide related technical resources on a time and material basis. In conjunction to that, international maintenance contracts for SUN BLADE 100 will also become end of sales on **June 30, 2007**.

It is recommended that customers work with their Avaya Client Executive or Authorized Business partner to upgrade their platform and software to the latest release. Avaya will continue to honor existing Service Agreements that extend beyond that date through the duration of the contract.

On March 5, 2007, the SUN Netra 210 platform became generally available as the medium size platform for CMS. 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.

### **Discontinued SAP Codes**

<b>SAP Code</b>	<b>Description</b>	<b>Effective Date</b>
174736	MAINT INTERNATIONAL SUN BLADE 100	June 30, 2007
700278047	CMS SUNBLADE 100 MEM 512MB	December 31, 2007

## **Offer Strategy**

Avaya now offers the following alternative solution: Avaya CMS Release 14 with the SUN Netra 210 is now generally available. A SUN SB 100 platform can be upgraded to the CMS R14 and the SUN Netra 210 platform 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. A few highlights of the Netra 210 platform and CMS R14 are shown below:

### **Netra 210**

- Disk mirroring option improves overall system availability and data integrity
- 3G memory option protects your investment and gives you capacity to grow

### **CMS 14**

- Increased capacity in agents, skill pairs and measured trunks supporting Flatten, Consolidate, and Extend (FCE) strategy
- New reports show the results delivered by Business Advocate
- Survivable CMS configuration ensures ongoing data collection and reporting during network outages
- Expanded AUX reason codes for finer granularity of agent tracking
- Ready for transition to future evolution of reporting platform at your Path, Pace and Choice.

## **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/Platforms**

- CMS R14
- CMS Supervisor R14
- CMS R13 / R13.1
- CMS Supervisor R13 / R13.1
- SUN Blade 150/Netra 210
- Sun Fire V880/V890

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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 the Services Offer Information web site

<http://support.avaya.com/japple/css/japple?PAGE=Home>

**For additional Information about Avaya solutions, please visit the Avaya business solutions web site ([www.avaya.com](http://www.avaya.com)).**