



## **End of Support Notification for Avaya Call Management System (CMS) Release 12**

As of **December 31, 2007**, Avaya will no longer provide support for CMS R12 and CMS Supervisor R12. As of that date, capacity expansion to existing R12 CMS systems (such as additional CMS Supervisor licenses, additional agents, and features) can no longer be purchased. License moves among R12 systems will no longer be supported, and no new software updates will be created. Avaya will continue to honor existing Service Agreements that extend beyond that date through the duration of the contract.

On March 5, 2007, the Avaya CMS Release 14 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. Upgrading to the new release gives you the freedom to expand, consolidate and redeploy contact center resources in response to business needs. 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>
181288	CMS R12 LIC NTWK REPORTING NEW CLIENTS	Dec 31, 2007
700288467	CMS R12 SFTW NTWK REPORTING CD	Dec 31, 2007
700288483	CMS R12 SFTW SUPERVISOR CD	Dec 31, 2007

## **Offer Strategy**

Avaya now offers the following alternative solution: Avaya CMS Release 14 is now generally available. A CMS R12 can be upgraded to the CMS R14 through the normal upgrade process. Upgrading your CMS system will provide you with robust new features and functionality, offer support to your mission critical applications, and allow you to optimize the performance of your contact center. A few highlights of CMS R14 are shown below:

- 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**

- CMS R14
- CMS Supervisor R14
- CMS R13 / R13.1
- CMS Supervisor R13 / R13.1

Avaya Inc. –

Proprietary Solely for authorized persons with a need to know pursuant to Company instructions. © 2007 Avaya Inc.

All Rights Reserved. All trademarks identified by the ® or ™ are registered trademarks or trademarks, respectively, of Avaya Inc. All other trademarks are the property of their respective owners.

**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 at <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).**