

ACP
Contact Center (MiVoice 5000 CC)
Phase out Announcement
MiVoice 5000 Solution

REVISION INFORMATION

First release

April 2019

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1 MESSAGE TO PARTNERS AND END CUSTOMERS

The MiVoice 5000 solution was till now composed of two different Contact Center offers:

- MiContact Center Business (MiCC Business), a new generation omnichannel Contact Center solution
- ACP aka MiVoice 5000 CC, the MiVoice 5000 legacy Contact Center solution that has served successfully many of our customers in the past decade.

A migration program is in place since 2018, for customers willing to move from ACP to MiCC Business while keeping their initial investment. (Please refer to InfoChannel for more details)

Over the last years, the market demand for legacy Contact Centers has significantly decreased, in favour of omnichannel Contact Center solutions. In order to continue providing best in class customer satisfaction, Mitel has decided to focus its efforts and further investments on the new generation of Contact Centers.

As a consequence, new sales of the ACP (MiVoice 5000 CC) will be stopped in October 2019 while existing customers will continue to be supported over multiple years. Please refer to the complete schedule in chapter 2.

Mitel recommends all new offers to be based on MiCC Business as of now.

However, Mitel will continue supporting commercially and technically all customers that have invested in the ACP solution, including in helping them to move to a present or future Mitel alternative offer.

Please note that this announcement does not affect any specific agreement or commitment that may have been concluded by Mitel with specific partners or customers.

2 SCHEDULE

Date	Phase
April 2019	Announcement
October 31th, 2019	End of new system sales
December 31 st , 2020	End of extension sales and sales support
	End of corrective maintenance
December 31 st , 2021	End of Support

All orders of new ACP placed by partners to Mitel before October 30th, 2019 will be fulfilled, no new sales will be fulfilled from November 1st, 2019.

This schedule is valid for generic sales. Partners or end-customers having agreed a specific maintenance deal for the concerned product are not affected.

Mitel recommends partners or end-customers having maintenance needs that cannot be fulfilled within this schedule to contact their Mitel representative to sign up for a specific maintenance deal.

3 PRODUCT

MiCC Business is available as part of the MiVoice 5000 Solution since March 2017.

MiContact Center Business powers sophisticated digital customer experiences for MiVoice 5000 customers as well as for other Mitel cloud and on-premise platforms globally.

Responding to the needs of today's modern consumer, MiContact Center Business uses voice, email, chat, SMS, social media, and open media capabilities to provide businesses with great self-service, inbound, and proactive customer communications capabilities.

Rounded out with real-time, historical and customizable reporting tools, highly customizable routing, outbound interactions, and CRM integrations, MiContact Center Business empowers the modern business to transform from providing voice-only customer experiences to next generation digital and omnichannel experiences.

Please refer to MiCC Business contents on InfoChannel for more details.

Please also do not hesitate to reach out to our Mitel Sales Engineers team to get support on new or migrating customers.

4 ACP TO MICC BUSINESS MIGRATION PROMOTION

Effective since October 1st, 2017, Mitel 5000 Contact Center customers who are actively covered by SWA can benefit from equivalent MiContact Center Business licenses at no charge.

Please refer to MiCC Business promotion content on InfoChannel for more details.

5 ACP WEB ATTENDANT TO INATTEND MIGRATION PROMOTION

As ACP has also been used for Attendant services (ACP Web Attendant), a migration offer from ACP to InAttend will also be announced shortly.

Please refer to InfoChannel for more information about InAttend and the future promotion.

6 SOFTWARE ASSURANCE (SWA)

ACP SWA enables, as long as it is active:

- Upgrades to the latest service pack of the latest software release
- Access to technical support as long as the product is supported
- The migration to MiCC Business offers as long as available and according to the terms described in the migration offer bulletin.

Therefore, we recommend customers to not exceed the date of December 31st, 2021 for the end date of ACP SWA new contracts or renewals.

SWA sales will progressively be limited to this extend (see SWA articles in next chapters).

7 NEW SALES PHASED OUT ITEMS

Following items will be phased out in first place, according to the schedule defined in chapter 2.

Label	Part Numbers
ACP 3.x Demonstration license	81A00153AAA-A
ACP 3.3 server pack	81A00230AAA-A
ACP 3.3 distri pack without PC	81A00232AAA-A
Assurance sur base installée Mitel 5000 Contact Center 3 ans par Unité	84-00003C3Y-D
Assurance sur base installée Mitel 5000 Contact Center 4 ans par Unité	84-00003C4Y-D
Assurance sur base installée Mitel 5000 Contact Center 5 ans par Unité	84-00003C5Y-D
Assurance vente neuve Mitel 5000 Contact Center 3 ans par Unité	84-00003C3Y-E
Assurance vente neuve Mitel 5000 Contact Center 4 ans par Unité	84-00003C4Y-E
Assurance vente neuve Mitel 5000 Contact Center 5 ans par Unité	84-00003C5Y-E

8 EXTENSION SALES PHASED OUT ITEMS

Following items will be phased out in a second phase, according to the schedule defined in chapter 2.

Label	Part Numbers
TTS LANGUAGE DUTCH NL	81A00002AAA-A
TTS LANGUAGE ARABIC	81A00003AAA-A
TTS LANGUAGE ENGLISH UK	81A00005AAA-A
TTS LANGUAGE SPANISH NA	81A00014AAA-A
ACP3.1 1 connected agt 1-2	81A00024AAA-A
ACP3.1 1 connected agt 3-25	81A00025AAA-A
ACP3.1 1 connected agt 26-100	81A00026AAA-A
ACP3.1 1 connected agt 101-600	81A00027AAA-A
ACP3.x 1 inbound agt 1-2	81A00028AAA-A
ACP3.x 1 inbound agt 3-25	81A00029AAA-A
ACP3.x 1 inbound agt 26-100	81A00030AAA-A
ACP3.x 1 inbound agt 101-600	81A00031AAA-A
ACP3.x 1 script routing 1-2	81A00032AAA-A
ACP3.x 1 script routing 3-25	81A00033AAA-A
ACP3.x 1 script routing 26-100	81A00034AAA-A

ACP3.x 1 script routing101-600	81A00035AAA-A
ACP3.x 1 outbound agt 1-2	81A00036AAA-A
ACP3.x 1 outbound agt 3-25	81A00037AAA-A
ACP3.x 1 outbound agt 26-100	81A00038AAA-A
ACP3.x 1 outbound agt 101-600	81A00039AAA-A
ACP3.x 1 script agt CTI 1-2	81A00040AAA-A
ACP3.x 1 script agt CTI 3-25	81A00041AAA-A
ACP3.x 1 script agt CTI 26-100	81A00042AAA-A
ACP3.x 1 script agt CTI101-600	81A00043AAA-A
ACP3.x 1 multimed agt 1-2	81A00044AAA-A
ACP3.x 1 multimed agt 3-25	81A00045AAA-A
ACP3.x 1 multimed agt 26-100	81A00046AAA-A
ACP3.x 1 multimed agt 101-600	81A00047AAA-A
ACP3.x 1 IVR channel 1-12	81A00048AAA-A
ACP3.x 1 IVR channel 13-32	81A00049AAA-A
ACP3.x 1 IVR channel 33-100	81A00050AAA-A
ACP3.x 1 conf access 1-16	81A00051AAA-A
ACP3.x 1 conf access 17-60	81A00052AAA-A
ACP3.x 1 conf access 61-400	81A00053AAA-A
TTS 7.3 1 access 1 lang 1-8	81A00181AAA-A
TTS 7.3 1 access 1 lang 9-24	81A00182AAA-A
TTS 7.3 1 access 1 lang 25-48	81A00183AAA-A
TTS 7.3 1 access 1 lang 49-64	81A00184AAA-A
TTS 7.3 1 access 1 lang 65-80	81A00185AAA-A
TTS 7.3 1 access 1 lang 81-120	81A00186AAA-A
TTS 7.3 1 access 2 lang 1-8	81A00187AAA-A
TTS 7.3 1 access 2 lang 9-24	81A00188AAA-A
TTS 7.3 1 access 2 lang 25-48	81A00189AAA-A
TTS 7.3 1 access 2 lang 49-64	81A00190AAA-A
TTS 7.3 1 access 2 lang 65-80	81A00191AAA-A
TTS 7.3 1 access 2 lang 81-120	81A00192AAA-A
TTS 7.3 1 access 3 lang 1-8	81A00193AAA-A
TTS 7.3 1 access 3 lang 9-24	81A00194AAA-A
TTS 7.3 1 access 3 lang 25-48	81A00195AAA-A
TTS 7.3 1 access 3 lang 49-64	81A00196AAA-A
TTS 7.3 1 access 3 lang 65-80	81A00197AAA-A
TTS 7.3 1 access 3 lang 81-120	81A00198AAA-A
TTS 7.3 1 acc 2nd lang 1-8	81A00199AAA-A
TTS 7.3 1 acc 2nd lang 9-24	81A00200AAA-A
TTS 7.3 1 acc 2nd lang 25-48	81A00201AAA-A
TTS 7.3 1 acc 2nd lang 49-64	81A00202AAA-A
TTS 7.3 1 acc 2nd lang 65-80	81A00203AAA-A
TTS 7.3 1 acc 2nd lang 81-120	81A00204AAA-A
TTS 7.3 1 acc 3rdplus lang 1-8	81A00205AAA-A
TTS 7.3 1 acc 3rdplus lang 9-24	81A00206AAA-A
TTS 7.3 1 acc 3rdplus lang 25-48	81A00207AAA-A
TTS 7.3 1 acc 3rdplus lang 49-64	81A00208AAA-A

TTS 7.3 1 acc 3rdplus lang 65-80	81A00209AAA-A
TTS 7.3 1 acc 3rdplus lang 81-120	81A00210AAA-A
Upg TTS 6.4-7.3 1C 1L	81A00211AAA-A
Upg TTS 6.4-7.3 1C 2L	81A00212AAA-A
Upg TTS 6.4-7.3 1C 3L	81A00213AAA-A
Upg TTS 7.1-7.3 1C 1L	81A00214AAA-A
Upg TTS 7.1-7.3 1C 2L	81A00215AAA-A
Upg TTS 7.1-7.3 1C 3L	81A00216AAA-A
HMP 3.0 IP Call Control	81A00218AAA-A
Ext HMP 3.0 IP Call Control	81A00218BAA-A
ACP - 1 agent profile	81A00226AAA-A
ACP - 1 agent premium profile	81A00227AAA-A
ACP-1Ag mig fr std to prem	86F00183AAA-A
HMP 3.0 VOIX & G.711	AHT0359A
EXT HMP 3.0 VOIX & G711	AHT0359B
HMP 3.0 CONFERENCE	AHT0360A
EXT HMP 3.0 CONFERENCE	AHT0360B
HMP 3.0 G723/G729	AHT0361A
EXT HMP 3.0 G723/G729	AHT0361B
TTS LANGUAGE FRENCH	AHX0435AAFR
TTS LANGUAGE US ENGLISH	AHX0435AAUS
Prorogation Assurance Mitel 5000 Contact Center par Unité	84-00003CAA-B
Réactivation SWA Mitel 5000 Contact Center par Unité	84-00003CAA-R
Assurance sur base installée Mitel 5000 Contact Center 1 an par Unité	84-00003C1Y-D
Assurance sur base installée Mitel 5000 Contact Center 2 ans par Unité	84-00003C2Y-D
Assurance vente neuve Mitel 5000 Contact Center 1 an par Unité	84-00003C1Y-E
Assurance vente neuve Mitel 5000 Contact Center 2 ans par Unité	84-00003C2Y-E