

NICE Perform Release 3.0 Sunset Announcement

According to our updated Sunset Policy outlined in MN1198, NICE will be starting the sunset process for NICE Perform Release 3.0 effective November 1, 2009.

NICE Perform Release 3.0 was released as General Availability (GA) in June 2007. In addition NICE Perform Release 3.1 was released in Sep 2008 and in August 2009, NICE launched the Early Availability (EA) of NICE Perform R3.2.

NICE encourages customers to upgrade or purchase the new NICE Perform Release 3.2. NICE Perform Release 3.2 provides significant advantages over NICE Perform Release 3.0 including a lower total cost of ownership (TCO) as well as advanced solutions for enterprise-grade recording, regulatory compliance, business continuity, security, quality management, interaction analytics and more. Refer to Appendix A for a brief description of NICE Perform Release 3.2 highlights.

As part of NICE's commitment to customer and partner success as well as continuous product innovation, NICE will assist customers with a smooth migration to the latest NICE Perform release. NICE offers compelling upgrade plans, investment protection through software-only upgrades, easy data migration, and reduced system downtime.

Customers covered by the NICE Maintenance Program will enjoy free upgrades to the latest releases as indicated in the NICE Maintenance Policy.

Sunset Milestones

In accordance with the updated standard NICE Sunset Policy (as referenced in MN 1198), NICE Perform Release 3.0 will follow these sunset milestones:

- **May 1, 2010- End-of-sale date:** The final date when NICE Perform Release 3.0 will be available for sale.
- **November 1, 2010- End-of-expansion sale date:** The final date when NICE Perform Release 3.0 can be expanded within the same product version at an existing installation.
- **May 1, 2011- End-of-mainstream software support date:** The final date when NICE will cease to provide code fixes and changes for NICE Perform Release 3.0.
- **November 1, 2011- End-of-extended software support date:** The final date when NICE will cease to provide critical code fixes and changes for a NICE Perform Release 3.0. Requests for third-party software certifications may require an upgrade to a newer minor/major release.
- **November 1, 2014- End-of –support date:** The final date when NICE will cease to support NICE Perform Release 3.0 including technical support, on-site support, help desk support, training and spare parts.

Note:

This marketing note **does not refer** to NICE Perform Release 3.1 which was GA in September 2008 and is still available for sale and site expansions.

For any additional information, contact your NICE Sales Representative.

For additional announcements, updates and information, visit www.extranice.com.

Appendix A– NICE Perform Release 3.2 Highlights

Quality Optimization

NICE's Quality Optimization solution is an automated business-driven QM solution that ties pre-defined business KPIs to the QM process.

Packaged Business Solutions

New out-of-the-box packaged business solutions for:

- First Call Resolution (FCR) Optimization
- Customer Churn Reduction
- Customer Experience
- Campaign Effectiveness
- Collections Optimization
- Average Handle Time (AHT) Optimization

SIP-based Recording

NICE's SIP-based recording is an advanced recording solution for Session Initiation Protocol (SIP)-based environments and integration with leading Session Border Controller (SBC) vendors.

Enhanced Virtualization Offering

NICE expanded its support of virtualization solutions by enabling server consolidation and providing low TCO. NICE now supports VMware® VMotion™ and Microsoft Virtual Server 2008 as well as extends the virtualization capabilities to additional components of NICE Perform.

For additional enhancements as part of NICE Perform R3.2, refer to the "What's new in NICE Perform Release 3.2" document.