



AVAYA SERVICES SUPPORT GUIDE

Helping you to get the most
from your Avaya Support



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1. Avaya Support Services Overview

The effects of IT and communications downtime can reach far beyond your IT department. Revenue, regulatory and contract compliance, brand reputation, and human resource utilization are areas that can be impacted. When your business experiences a system outage, there can be a hefty price. A typical mid-size business experiences 14 hours of downtime each year at a cost of \$110,000 per hour. That's more than \$1.5 million in lost revenue each year. The solution is a simple equation: address issues before they become problems, quickly resolve the few problems that do arise, and then stay on top of and continually fine-tune your communications environment.

This is what Avaya Services is all about: attacking the challenges of system performance and protecting your investment in Avaya solutions.

To protect your investment in Avaya solutions, we've simplified and automated diagnostic and support resources to help you find a solution to your issue quickly, while still enabling you to interact with Avaya support personnel any time you want, with fast access via the multimedia collaboration channel of your choice.

Our support offers are backed by more than 3,000 services experts in 30 support centers around the world. This global footprint allows us to resolve more than 2 million service requests annually in 16 languages in 42 countries, providing follow-the-sun support seamlessly and with client agreement at each step. In this way, high-severity issues receive consistent, professional attention 24x7, resulting in a higher degree of client satisfaction.

When remote diagnostics and resolution are not enough to solve your problem, we have field technicians all over the world along with our Avaya Authorized Partners who perform on-site diagnostic and resolution functions. Avaya and our partners can quickly respond to any alarm that can't be resolved remotely, thereby minimizing risk to your business.

Avaya will:

- Deliver comprehensive support from agreement or order activation through the life of the contract.
- Minimize the risk of technical problems associated with integrating complex networks.
- Maximize system performance and availability with full-coverage maintenance services.
- Provide a full suite of support and diagnostic tools for you to find a solution to your issue quickly.

We want you to get the most from your Avaya Maintenance Support coverage, so we have compiled the information in this document to help you understand your contract and terminology and how to access various tools, technical information, services packs and technical resources.



2. Avaya Full Coverage Maintenance Entitlements

As part of a full coverage or equivalent Avaya maintenance support coverage, you have the ability to leverage a host of tools and services to keep your communications solutions optimized. A key benefit to having Avaya maintenance coverage is having your systems monitored and remotely diagnosed using Avaya EXPERT SystemsSM and other advanced diagnostic tools in conjunction with our team of highly skilled remote engineers to work system generated alarms as soon as an alarm notification is received.

The remote technical team consists of thousands of engineers located across the globe to provide assistance with new problems, administration questions and to answer “how-to” types of questions. Our team of field technicians and partners are available to assist in matters that require onsite support; while a team of Remote Field Engineers are deployed in matters that require a higher degree of technical expertise. With your Avaya maintenance support coverage you also have access to the Avaya Knowledge Base, which provides you with the same solutions our Avaya experts use to solve your issues, along with the most recent service packs for your product release(s) through the [Avaya Support Website](#).

The Avaya Support Website (ASW) puts at your fingertips amazing amounts of Avaya intellectual capital about your products. When you have an issue, simply log onto your personalized ASW Dashboard and you’ll see all of your Avaya products, your current and recently closed service requests, and ways to access the full range of Avaya support services.

Simply click to engage Ava, the Avaya support virtual agent, who will give you immediate access to support information throughout the Avaya Knowledge Base and Avaya Product Hub. Ava can query the Avaya Knowledge Base for you to refine your search and find an existing solution much faster than any human could. And, in addition to product information, Ava can access educational content, such as how-to videos, access downloads, and even assist with ordering parts. As you search, Ava assembles a service request in the background and catalogs the documents, video, audio, and other items you’ve found in your browsing and search. The service request and contextual content of your search will be available to you and an Avaya live agent should you need to escalate the issue.

After logging on and beginning your Avaya Support Website session with Ava, the Avaya Virtual Assistant, you can access a live agent in less than a minute using Web Chat, Web Talk or Web Video. When you do, the information you provided to Ava automatically populates the agent’s screen as you begin the live session.

During the session, regardless of whether you choose Web Chat, Web Talk or Web Video, the Avaya agent can simultaneously employ Web Chat tools like co-browsing, online tools, pushing URLs and desktop sharing to assist you in identifying and resolving your issue – all in real time while you talk. Using all available tools in the same session helps resolve issues in the fastest possible manner.

If other Avaya experts are needed, they can join the collaboration in real time using any channel preferred. They can review the Web Chat log and come up to speed quickly on your issue. No time is wasted switching channels or with transfers or handoffs. So when you use the Avaya Support Website, you get results fast without leaving the Website.

When you log into ASW, you also gain access to robust tools for keeping your systems up to date. Many tools are available to help you avoid issues or respond more quickly if something arises. As an example, a software compatibility audit scans your software and firmware to help ensure the most current service packs are running across the infrastructure.

E-Notification provides alerts related to new service packs, end-of-sales or support notices, product correction notices, and other critical updates. Through the Avaya Download Center, you can directly access service packs and minor releases to help keep systems current and improve uptime and functionality. Specific tools associated with key products, such as product health checks, alarm management, and product administration, are quickly accessible directly from your Dashboard, allowing you to take preventive measures or troubleshoot quickly by product or category.

Various sections within this guide will provide you with a detailed explanation of these services and how to access them.

3. How To Get The Most From Avaya Maintenance Coverage

a. How to Obtain a Single Sign-On Login (SSO)

In order to access various tools, service packs, patches and in-depth product and services information, users will need to have a Single Sign-On (SSO) Login. An SSO Login identifies you as an authorized user. When you access the Avaya Support Website, you will be prompted for a Username (or email address) and Password. If you do not have an SSO Login, click on the "Register Now" link and complete the registration form.

It is important to note that in order to have permissions to run various reports, create Service Requests, or access downloads for a particular Sold-To /FL (site) an SSO will need to be associated with that Sold-To location. These "Sold-To Associations" are performed by your primary system administrator who grants permissions to IT/Telecom staff and Partners affiliated with the support of those sites. (A partner has a Link ID versus an SSO Login. A Link ID is a single ID that works for all members of that particular partner's organization.)

AVAYA
Sign On

EMAIL ADDRESS
tango_customer9@gmail.com

PASSWORD

Sign On

Change Password? | Trouble Signing On? | **Sign up**

LOGIN ASSISTANCE
Asia Pacific
Europe, Middle East & Africa
Caribbean, Latin America
United States, Canada

Follow the steps below to obtain a SSO Login:

1. At the [Avaya Support website](#), click on Sign in on top right corner "**Sign-up**", located below the Login fields. The Self Registration portal screen will be displayed.

2. In **My Relationship with Avaya**, select the most appropriate option: Customer, Partner, or No Relationship. Depending on the Relationship selection, the registration form will change.

- If a customer, enters a Sold-To number, the Sold-To number is the primary Avaya account number for a specified location. Users may enter multiple Sold-To numbers.
- If a Partner, enters a Partner Link ID number, the Link ID is a unique identifier for authorized Avaya Partners and it is used to associate an authorized Avaya Partner with end customers 'Sold-To accounts.

3. In the **Contact Information** field, enter name, work phone number, business email, and address.

4. In the **Security** field, enter and confirm a password. The password must contain one uppercase character, one lowercase character, one number and must be 8-14 characters in length. Next, select and answer a Security Question.

5. Read and accept Avaya's Terms and Conditions agreement, which defines Avaya's terms of use.

6. When the form is complete, click **Submit**. You will receive an email confirming the receipt of the registration request.

A second email will be sent to you once the registration has been processed. For additional information on registration, please refer to [Support Help - Avaya Access](#).

New Users will complete an online form that appears like the form below:

Sign Up For your Avaya Single Sign On

Register to gain access to different Avaya self-service applications and portals, get assistance, training, submit service requests, subscribe to feeds, set notification and alerts, access downloads, visit our knowledge base and forums, handle Avaya's products. This type of access will improve your user experience.

*Fields Required

1 2 3 4

Step 1 : Relationship with Avaya

Partner Customer No Relationship

Next

For any problems, **“Login Assistance”** is available for all regions and is easily accessible. Upon entering an incorrect Login or Password from the main page, you will be directed to a Login assistance page.

- For login assistance, click on the link for the correct region.
- For a forgotten password, click on the “Change Password” link seen on the screen. Users will be prompted for answers to security questions in order to provide a password.

If you already have an existing SSO Login, simply login with the email address and designated SSO password.

AVAYA

Sign On

EMAIL ADDRESS
tango1_partner@gmail.com

PASSWORD

Sign On

Change Password? | Trouble Signing On? | Sign up

LOGIN ASSISTANCE
Asia Pacific
Europe, Middle East & Africa
Caribbean, Latin America
United States, Canada



b. System Administration – Granting Permissions

As a system administrator or company administrator you have the ability to provide permissions to others within your company and business partners to perform various tasks on a Sold-To/Functional Location.

Access these screens by first logging into the [Avaya Support website](#).

Next select **“My SSO Profile”** located at the top of the screen.

From the resulting page, click on the red **“Maximize”** button for expanded editing capabilities.

The screenshot shows the Avaya Support website interface. At the top, there is a navigation bar with the Avaya logo and several menu items: Product Support, My Information, Diagnostics & Tools, Service / Parts Requests, and Help. A search bar is located below the navigation bar. On the right side, there is a user profile dropdown menu with the text 'My SSO Profile' and a 'Logout' button. Below the navigation bar, there is a blue banner with the text 'Renew Avaya Subscription Contracts on time to avoid disruptive service impacts!'. A 'Report Service Outage' button is also visible.

The main content area is divided into two columns. The left column is a dark sidebar with a menu containing the following items: User Profile, User Management (highlighted with a mouse cursor), Approval Request, Register New User, Search, and Tools. The right column is the main content area, which is divided into two sections: 'INFORMATION' and 'TOOL BOX'. The 'INFORMATION' section contains the following details for John Smith: Name: John Smith, Company: Inchcape - Campbelltown, Work Phone: 2321434343, Location: United States of America, User Name: ivakigo-8230@yopmail.com, User Id: vaddition, User Type: Company Admin, Avaya Relationship: Customer, and Joined: 01-Oct-2020. The 'TOOL BOX' section contains a list of actions, each with a checkmark icon: Edit Contact Information, Edit Address Information, Request User Type, Request User Access Type, Change Password, Change Security Question, and Accepted EULA.

APPROVAL REQUESTS				
Request Filters +				
All Requests (4)		My Requests (0)		
Request Type	User Name and Company	Group	Date	Action
Email Address Change	Veronica TestAgain DIOCESE OF ST JOSAPHAT IN PARMA	Customer	Oct 19, 2020	CLAIM
Add Sold-To Association	Last Veronica DIOCESE OF ST JOSAPHAT IN PARMA	Customer	Oct 28, 2020	CLAIM
User's Association to Company	Guadalupe Testuser IP VISTA	Customer	Oct 28, 2020	CLAIM
New Registrant Approvals	Veronica Test DIOCESE OF ST JOSAPHAT IN PARMA	Customer	Oct 28, 2020	CLAIM

Items per page: 5 | 1 - 4 of 4 | < > >> << < > >> Show Primary Tasks

The boxes at the top of this screen enable you, as your company's system administrator, to perform various administrative functions related to granting permissions to SSO users (members of a Telecom/IT Team and/ or Partners through the association of a Link ID). It is very important to grant access to enable partners and technical team members to access tools and run reports. This applies to HealthCheck Reports, access to Software and Firmware Downloads, E-Notifications, receive Service Request Alerts and much more.

The administration boxes at the top of the page allow the System Administrator to: Approve Requests, Register New Users, Search on User Permissions, and Make Sold-To-To Associations (or Sold-To-To Link ID Associations for Partner affiliations), Delete SoldTo-To Associations, Transfer Sold-To-To Associations and Link IDs.



c. Using the Avaya Support Website to Search for Information, Documents and Downloads

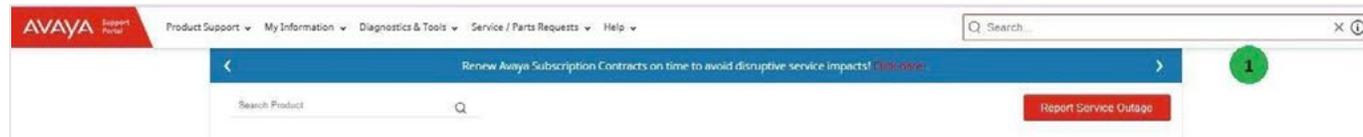
There are multiple ways to quickly find information and content on the Avaya Support Website (support.avaya.com).

1. A Global Search Field
2. Product Hub pages
3. Hubs for Downloads and Documents
4. User Forums

1. Using the Global Search Field

The Global Search field is available at the top of every Support web page. Searches initiated here undergo universal look-ups throughout all areas of the Support website as well as the Avaya Knowledge Base.

The Avaya Knowledge Base is available at no additional cost to Avaya Global Services clients with a support agreement and to Avaya Authorized Partners. Over 50% of reported service requests can be resolved by using these knowledge articles as this is the same Knowledge Base used by Avaya engineers to troubleshoot client problems and prioritizes over 100,000 articles.



The Avaya Knowledge Base provides information related to:

- Problem resolution
- Administration and Technical Guides
- Information on Services Packs
- Installation, Migrations, Upgrades and Configuration Guides
- Information on Training and Certification Programs
- Links to other pertinent information

It is one of the primary resources that the Avaya technical staff uses to identify and troubleshoot problems across the globe. Content is contributed by Avaya accredited service associates and partners, who provide clearly documented and

tested process steps for known issue resolution. Content includes proven diagnostic procedures, links to appropriate information related to product updates, application notes, and other relevant documentation. In addition, users can provide direct feedback on content to improve product documentation, training, and overall product development.

When entering keywords in the Search Avaya Support field, a list of “predictive” search words will display based on the most commonly entered queries by other users. Select one from the list, or click on the magnifying glass to continue with a specific query.

Enter full or partial search terms, including alarm codes, documentation IDs or titles, and product-specific content.

Search Tips

A good query consists of three things:

1. Product or Category
2. Issue / Symptom / Procedure
3. General Details

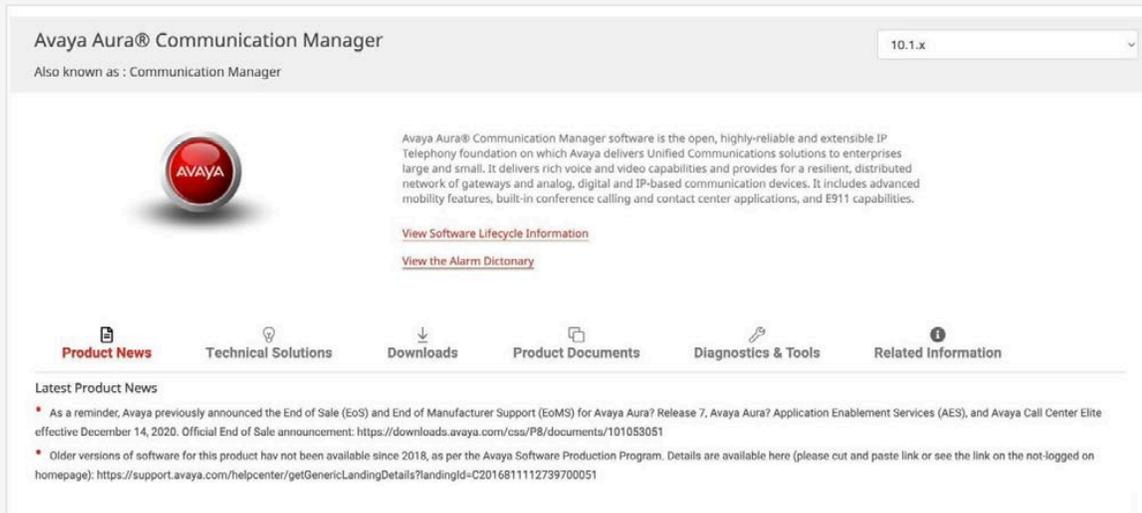
- Enclose exact words or phrases in double quotes.
- Include plus (+) to require words, minus (-) to exclude words, and OR between words.
- Avoid using hyphens in search terms as it is considered a 'minus' and will exclude the term from the search.
- The more exact the phrases are to the actual title or string of text in a document, the better the results.
- Beneath the search results is a box asking the user to rate the search results. Avaya asks for feedback to improve tools and search engine responses.

2. Using Product Hub Pages

The Product Hub pages centralize all types of information dedicated to specific products in an easy to navigate tabbed layout. Just click on "Search Product" from the main page or you can go to Product Support>Products page from the main navigation bar.



Enter or locate a product name and choose release, a dedicated portal for that product is generated which includes access to general information, technical solutions, downloads, and related documentation.



Product Hub content is refreshed nightly to deliver the latest Solutions, support notices, release notes, software downloads, service packs, user guides, and more. Under Technical Solutions, the five most frequently used knowledge articles specific to a product are listed.

TIP: All Solutions can be viewed by clicking on the “**View All Solutions**” link in the Top Solutions area. The Documents page will open with the complete list of all knowledge base articles related to a selected product and release.

3. Using the Hubs for Downloads and Documents

There are separate portals used to aggregate resources pertaining to Downloads and Documents. Each displays a wealth of content associated with each specific product and release.



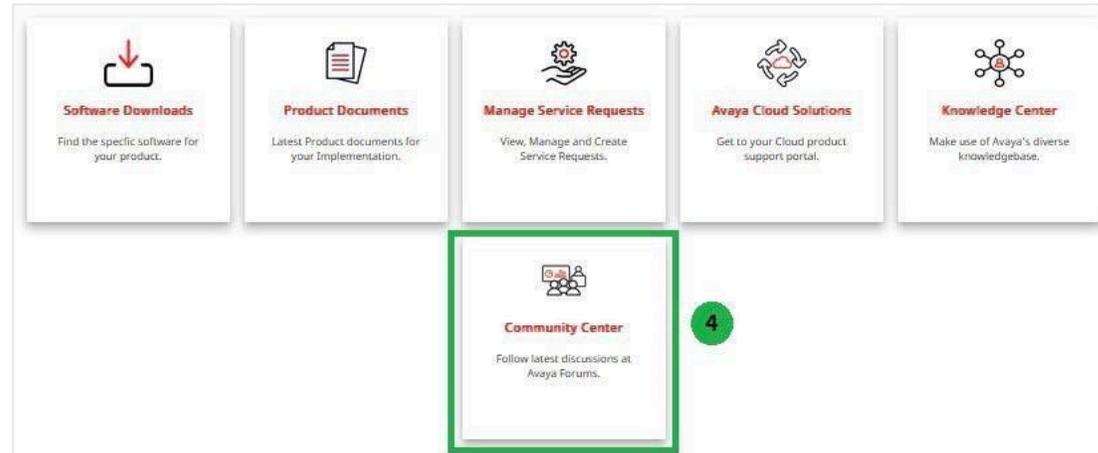
If the product does not have a release, or release information is unknown, select “All” and all content results will automatically display.

Search results can be refined or broadened by selecting the Content Type filters or by entering Keyword or by using both.

Depending on the internet browser, users can now right-click on a document in the Search Results window to save the document link or directly download the file to the desktop.

4. Using the Support Forums

Avaya Support Forums or Community Center allow for an interactive information exchange between Avaya product users and skilled forum administrators.



Active forums are maintained in several languages: English, Spanish, Portuguese, Chinese, and Japanese.

Using the navigation bar, users may search the extensive listing of forums and discussion threads for relevant content.

You may create new discussion threads, add posts to existing ones, as well as provide feedback to prior postings and interact with fellow contributors.

The screenshot shows the Avaya Support Forums website. The header includes the title 'Avaya Support Forums' with language options (论坛, フォーラム, Português, Español) and a user greeting 'Welcome, avayamr'. The navigation bar contains links for User CP, FAQ, Community, Forum Rules, New Posts, Search, Quick Links, and Log Out. The main content area is a table listing various forums with columns for Forum, Last Post, Threads, and Posts.

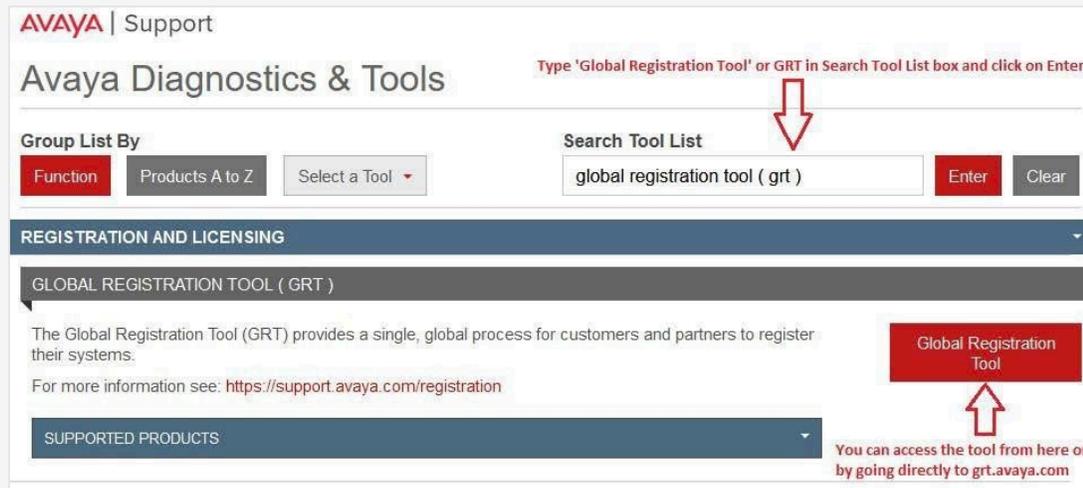
Forum	Last Post	Threads	Posts
IP Telephony and Convergence (13 Viewing) IP Telephony, Gateways (e.g. GXXX Media, MG1000E, Application 1000, 2000), CCS/SES, Sbxoo, Distributed Office, G860, ACE, Communication Manager	auto answer by vandec6 Today 02:52 PM 2	636	1,744
Avaya Aura & Unified Communications (10 Viewing) Avaya Aura, Core Communications, SIP, Session Manager, SES, SBC, Meeting Exchange, Video Conferencing, one-X Servers, Infrastructure Communication Manager, Unified Communications, CallPilot, Secure Multimedia Controller, EMS, SL-100, USP, CS 1000/2000, Multimedia Conferencing, and Mobility & End User Clients	CS1000 release 7.5 by figues 07-08-2014 07:39 PM 2	625	1,432
Contact Center Applications (12 Viewing) CMS, Avaya IQ, IVR, CTL, Application Enablement Services - AES, Interactive Response, Voice Portal, Conversant, IC/OA/BA, CCE/CE, IQ, System Management, Call Recording, Predictive Dialing, PDS/Proactive Contact, Avaya NES Contact Center, and Media Processing Server	Migration AACC 6.4 from CC7.0 by vikramg Today 09:10 AM 2	667	1,655
Small and Medium Business Communications (24 Viewing) IP Office, Partner, Merlin Legend, Merlin Classic, Merlin Magix, Quick Edition, and other SMB products.	Partner Messaging Adm... by kozmaj Today 02:05 PM 2	615	1,868
IP Office Contact Center Mid-Market contact center product forum	Service Level in Realtime... by marquardt Today 01:31 PM 2	41	105

d. Using The Global Registration Tool

Avaya policy requires product registration as a precondition for Avaya support services delivery. To ensure timely activation of service entitlements, Avaya records must accurately reflect the products/materials that are installed at a customer site. Registration activities establish accurate inventory, test connectivity, configure alarming (if necessary), and ensure proper onboarding of customers into all levels of Avaya support.

The Global Registration GRT (Global Registration Tool) executes a process by which Avaya becomes aware of where customer equipment is installed. The tool is easy to use and is the mechanism by which users should start the simple three step registration process, **Install Base Creation, Technical Onboarding, and Records Validation.**

The Global Registration GRT (Global Registration Tool) can be reached from the Avaya Diagnostics & Tools Center or by clicking on Customer Authorization Tool (CAT) in footer menu or by directly going to grt.avaya.com



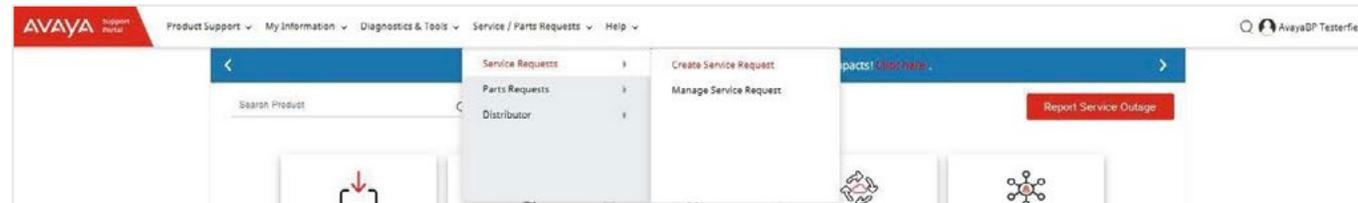
To go to Avaya Diagnostics & Tools Center:

- Go to All Tools from footer menu
- Type **GRT** in the Search Tool List box and hit enter.

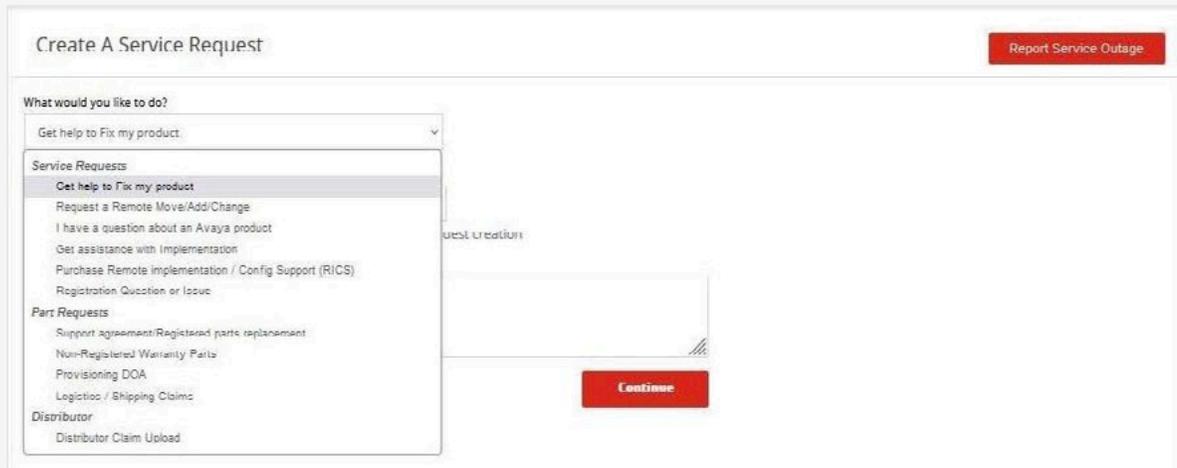
e. How to Report an Issue or Request Assistance

When reporting an issue or requesting technical assistance, users may choose to quickly create a request for service using Avaya's on-line Service Request system. Service Requests of any severity may be opened using "Create a Service Request" or "Service Requests", following the process below:

1. Login to the Avaya Support Website.
2. Click "Service/Parts Requests"->"Service Requests"->"CREATE SERVICE REQUEST"



3. Select the appropriate option from the below list.



Users will be prompted to select a Product name or Sold-To/Serial Number/SEID/Asset Nickname based on the option selected.

Then complete the required fields and submit the new Service Request form.

Create A Service Request Report Service Outage

1 Choose 2 Problem Details 3 Contact Information

*Choose Your Asset By: Sold To

*Enter Your Sold To Number: 1004558225 - TEST WELLS FARGO FINANCIAL INC - 8744 Lucer

NOTE: The Asset List and Sold To's displayed will be only for the chosen product "Avaya Aura Communication Manager"

25 result for Sold To 1004558225 - TEST WELLS FARGO FINANCIAL INC - 8744 Lucent Blvd., Highlands Ranch, Colorado, "Entitled Assets"

Entitled Assets Assets Without Entitlement

Product	Description	Customer Name	SEID	Serial	Assets Nickname	Qty
Converged Voice	DL360G7 SERVER CM S/D/M	Location	(628)411-3681		spt_VCM_MID 1	1
Converged Voice	DL360G7 SERVER CM S/D/M	Product Family	(628)411-3720		spt_VCM_MID 3	1
Converged Voice	DL360G7 SERVER CM S/D/M	Serial Number	(628)411-3658		spt_VUS_MID	1

To report a Service Outage:

Customers can easily report a Service Outage with just a click of a button from support.avaya.com. The Report Service Outage button is in effect a "Panic" button found on the **Dashboard** or the **Service Request** landing page.

The button generates a simplified form to report a service outage which will deliver expedited support from Service Desk and Remote Technical teams 24x7 to restore service.

Clicking this button opens a submission screen which will auto-populate with account contact information. The contact information can be altered as needed. Enter a Sold-To number, product name, outage description and any pertinent details and submit.

Within minutes, remote support personnel will call directly to begin working the issue.

Report a Total Service Outage ✕

By completing and submitting this request to open a service request you are indicating that you are experiencing a Total Service Outage or significant degradation to your business communications systems, resulting in significant impact to your business's ability to function normally.

I understand and accept [Avaya Emergency Terms of Use](#)*

To initiate Emergency Recovery procedures and receive an immediate call back, please complete the following information:

*Contact Name **Required** *Phone Number **Required** *Email **Required**

Contact Name Phone Number Email Address

*Sold To *Product Name

Enter Your Sold To Number Enter Product Name or Partial Name

*Business Impact *Other / Comments

Choose One Write Here

Submit

To report an issue by phone:

Please consult the Avaya Support Website for guidance regarding opening up service requests by phone or via Service Requests, contact numbers for specific countries, services, and products. Go to support.avaya.com and, in the bottom menu under Help & Policies, select **"Contact Avaya Support."**

Service Requests of any severity may be opened using Avaya's on-line Service Request Creation unless users are unable to access the Avaya Support Website.

Once dialing the appropriate number, callers will be prompted for a Sold-To/FL number. Listen to the prompts to select the appropriate platform.

1. For ease of reporting, please have the following information ready to give the Global Support Services (GSS) team:

- a. A name and callback number
- b. The name and number of the onsite contact
- c. A description of the equipment and the symptoms encountered
- d. Indicate any recent changes to solutions, i.e. if an upgrade or configuration changes have occurred
- e. Incident start time and business impact
- f. Information regarding any non-Avaya investigatory work that has been performed
- g. Indication of any previous or related Avaya cases
- h. Approval of possible charges if applicable

2. Before ending the call, please make sure to document the following information:

- a. The service request number
- b. The contact commitment time – please note that the person creating the service request will receive confirmation automatically when a service request is created and when updates occur.



Users will be given a service request number. Please keep it available for future reference. To obtain status for the service request, users may sign up to receive **Service Request Alerts** (found in section III.G of the complete guide), or access online service request creation on the Avaya Support Dashboard or Service Request area.

When you call Avaya, you will be prompted to enter a service request number. Your call will then be transferred to the current case owner.

If you get voice mail, you can leave a message or dial 0 to talk to a live engineer. In most cases, Avaya is able to test and resolve the problem remotely without the need of an onsite visit. Sign up for proactive Service Request Alerts that will keep you posted as a trouble service request moves through the necessary steps to resolution.

Enhanced Benefits for Avaya Maintenance Clients

Avaya has eliminated minor billing events to Service Agreement Clients and Service Agreement Channel Partners assisted by the Service Desk or Remote Backbone cases. Avaya will no longer bill for:

- Password Resets
- Simple "How To" questions
- Minor Programming "Assistance" questions (Excludes actual Programming/Moves Adds and Changes)

However, the following types of cases remain billable regardless of the time spent by the Avaya Engineer. Avaya will quote potential charges prior to passing the problem to the backbone engineer:

- Suspected third party vendor issues (includes LEC, network, software, CPE)
- No commercial power
 - Programming
 - Third Party applications and Integration

- Client changes may have contributed to the issue
- Suspected hardware damage
- Acts of God and nature
- Out of hours work requests for 8x5 coverage customers
- Negligence

Avaya will no longer bill Service Agreement Customers for Remote Installation of a service affecting, non-customer installable Service Pack, Patch or PCN whether the installation is during business hours or Out of Hours.



f. Maintenance Escalation, Maintenance Response Objectives & Definitions

If a customer has issue that is not being worked satisfactorily or the case needs to be worked more expeditiously, escalate the Service Request online via the Support Website.

1. Login to the Avaya Support Website.
2. From the Avaya Support Dashboard or Service Request webpage, select the open Service Request (SR). Each open SR will have an "Escalate button". Click on the 3 dots and select "Escalate" to open an Add an Update screen.
3. Select Management Engagement Request, and enter information regarding the Reason, Circumstances and Business Impact. Include a Phone Number for contact. Click Submit.

Escalate

Management Engagement request will be responded within 1 hour:

Reason*
Choose one

Circumstances*
Write Here

Business Impact*
Write Here

Person to be Contacted

Primary Contact [Change Contact](#)

AvayaBP.Testerfield
avayabp@hotmail.com
19054746306

Cancel Submit

An escalation request will be immediately routed to a Global Support Services Escalation Manager, who will respond within 60 minutes if submitted within the standard coverage hours of your maintenance agreement.

The Avaya Support Dashboard will indicate which Service Requests have been escalated.

Manage Service Request

Report Service Outage

+ New Service Request

Search SR

Open Requests

Closed Requests

Pending Returns

Incomplete SR Details

See all my Company's Open SRs

Export

Request ID	Last Updated	Title	Customer / Sold To	Status	Action
1-2197783922	Aug 10, 2022, 8:38:12 PM	patch	PIXAR 0002728514	Working	
1-3889557342	Oct 13, 2021, 4:27:48 PM	Major; <25% impact	AWAYA INC. 0003427474	Unassigned	Escalated Display SR

Service Requests may be re-escalated **after the initial 60-minute window** if satisfactory response has still not been received.

Simply click on the “Escalated” button and submit the resulting form.

Any attempt to “Re-escalate” before the 60 minutes has elapsed will receive an error message.

Maintenance Coverage Terms

Avaya offers a range of maintenance terms influenced by product and channel structure among other factors. For the specific parameters applicable to a particular customer contract, please reach out to an Avaya account manager or partner.

Support Advantage Coverage

There are two coverage options for software and hardware support for products supported under Support Advantage called Essential and Preferred support.

Essential Support coverage, available on Aura R6 Releases only, provides reactive remote support for all eligible Supported Products and is the minimum coverage required to receive Avaya support. Service Level Objectives are the following:

	Outage	Severe Business Impact*	Business Impact & Non-Service Impact
Requests submitted via website	Within one (1) hour	Within two (2) hours	Within Standard Business Hours
Requests submitted via telephone	Within one (1) hour	Within two (2) hours	Next Business Day

- Outage Service Request requires customers to commit to 24x7 dedicated resource until restoration/workaround
- Severe Business Impact Service Request requires customers to commit to a 24x7 resource (if so entitled, or 8x5 if not) until restoration/workaround

Preferred Support Coverage, available on Aura R6 and newer releases, includes all of the services included in Essential Support plus much more including faster Service Level Objectives and 24x7 around-the-clock monitoring by Avaya EXPERT SystemsSM Diagnostic Tools where applicable, to detect system-generated alarms on Supported Products that contain EXPERT Systems technology.

Some clients may have different Service Level Agreements in place with Avaya or an Avaya partner. Please ask an Avaya Account Manager or partner if clarifications are needed on a particular agreement's terms.

	Outage	Severe Business Impact*	Business Impact & Non-Service Impact
Requests submitted via website	Within one (1) hour	Within two (2) hours	Within Standard Business Hours
Requests submitted via telephone	Within one (1) hour	Within two (2) hours	Next Business Day

Severity Definitions:

Outage Service Request	A real-time service or product outage in a production system that could require drastic measures to restore (such as a system restart), severely downgrades service capacity, or results in a loss of service for a significant number of end users. This situation severely impacts productivity or creates a significant financial impact or presents a risk for loss of human life. NOTE: requires customer to commit to 24x7 dedicated resource until restoration/workaround.
Severe Business Impact Service Request	Severe degradation of production system or service performance for which there is no active workaround and problem severely impacts service quality or the control or the operational effectiveness of the product affects a significant number of users and creates significant productivity or financial impact. This situation materially obstructs the firm's ability to deliver goods or services . Also includes automated product alarms which meet the Severe Business Impact criteria as noted above. NOTE: requires customer to commit to a 24x7 resource (if so entitled, or 8x5 if not) until restoration/workaround.
Business Impact Service Request	Significant degradation to the system's operation, maintenance or administration: requires attention needed to mitigate a material or potential effect on system performance, the end-customers or on the business. Also includes automated product alarms which meet the Business Impact criteria as noted above.
Non-Service Impact Service Request	A question or problem that does not immediately impair the functioning of the product or system and which does not materially affect service to end-customers. If related to a problem, the problem has a tolerable workaround. Includes consultation, records corrections and administrative issues.
Alarm Conditions	An alarm is designated as either major or minor by EXPERT software. A major alarm is not necessarily an indication of a major failure and may be handled differently than a major failure. A minor alarm is not necessarily an indication of a minor failure and may be handled differently than a minor failure.

Legacy Products in "Extended Support" receive best effort due to the age of the solution.

g. How to Sign Up to Receive Service Request Alerts

Avaya Global Services provides clients and channel partners with the ability to sign up to receive proactive notifications with upto-date status information service requests, alarms and service requests related to communication solutions. Alerts will be sent via email and other text enabled communication devices at no additional cost. Service Request Alerts are sent via Email using HTML format or plain text.

By signing up to receive Service Request Alerts, staff can be informed as to progress that has been made and steps that have been taken to resolve system problems. Calling in for a status is no longer required, since you will receive proactive notice on a service request or alarm. If electing to receive Service Request Alert updates, a service request status email including a link to the Avaya Diagnostic Portal will be sent. From there, additional service request details can be viewed.

Through the Service Request Alert site, users have the ability to customize who within their business receives notifications, what type of updates they should receive and the hours that notifications will be sent. Customers have the option to receive notifications for Product Alarms, and/or Service Requests. Select to receive a notification when a service request is: created, closed, or when certain updates have occurred, such as a technician dispatch, a part is sent, or service request notes have been updated.

Service Request Alerts that are sent in an HTML format are color coded. "Red" is the color of the initial notification, "yellow" indicates that the service request is still open; however, an update to the case has occurred, and a "green" alert indicates that the service request has been successfully resolved. Detailed information will be available to access and if at any time a concern arises, users may call the Avaya contact assigned to a case. The name of the Avaya engineer is provided on the service request alert notice.

To sign up for Service Request Alerts: obtain a Single Sign On (SSO) User ID. Your SSO User ID must be associated with the SoldTo Locations for which Service Requests Alerts are desired. (Section III.A provides directions on how to obtain an SSO and perform Sold-To Administration.)

From the Support Website home page (support.avaya.com) go to the bottom of the page and under **"Alerts & Reports"** click on "Services Request Alerts – External users".



Click on the **"Create an Alert"** link and follow the instructions.

Avaya's goal is to keep customers updated with the latest status and provide time saving tools to assist you in your day-to-day activities. Please take a minute to sign up for Service Request Alerts so that you can always be well informed.

h. Healthcheck Reports

The Avaya HealthCheck is a web-based tool that is free to clients and partners with an Avaya maintenance contract. This tool has been designed to automate hundreds of system commands and to compare your system administration to Avaya’s recommended configuration settings. Configuration errors or anomalies can be a major source of alarms and outages.

HealthCheck will identify areas where your administration settings may differ from the Avaya recommended value and provide an easy-to-understand report that will enable making changes to improve your system’s reliability and performance. Available on many of Avaya’s applications and hardware, these reports will provide you detailed information as to how systems are administered and recommendations for administration changes (if any are discovered).

The “Recommended Action column” within the report provides additional detail on the suggested changes. The information shared in this field can be leveraged to find additional knowledge articles or programming guides within the Avaya Knowledge Base to help make the change or understand the implications of the change.

In addition to the HealthCheck Tool, users have the ability to run the Avaya Software Compatibility Audit report (ASCA). ASCA will display what versions of Software and Firmware are installed on a system and will display the latest versions that are generally available for various solution components. See section III.L for more details.

HealthCheck is currently available, at no additional charge, to clients and partners that have Avaya hardware support coverage, and have an Avaya Single Sign On (SSO) Login.

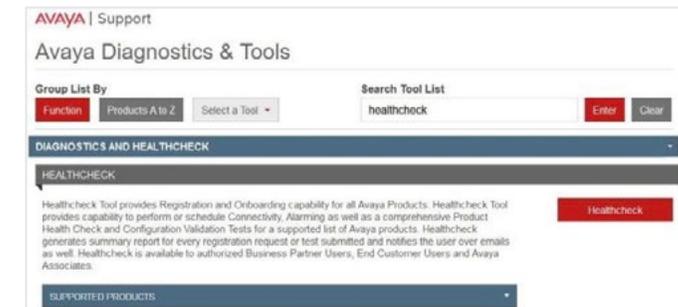
The HealthCheck Report will run on the following systems:

Supported Products		
G250	S8300	S8700
G350	S8400	S8710
G450	S8500	S8720
G700	S8510	S8730
S8800		
Adjunct Systems:		
CMS		
Interchnge Intuity Audix		
Intuity Audix		
Modular Messaging		
Modular Messaging Storage Servers		

This list will continue to be expanded upon in future releases to include additional products and releases.

To Request a HealthCheck Report

- Go to support.avaya.com, and login in using a SSO Login.
- At the bottom of the page under the “**Tools**” section click on “**HealthCheck**”. Scroll to the bottom and select “**Create New HealthCheck Report**”.



- Enter a Location ID, or Select a Location ID from the List provided.

LOCATION ID	LOCATION NAME	
0003172845	CHARTER COMMUNICATIONS INCORPORATED	Select
0050516426	TEST-04252014	Select
0051995268	MADISON PHOTO SHOP	Select
0051995270	MORRISTON PHOTO	Select
0051995291	DENVILLE PHOTO	Select
0051995292	CHATHAM PHOTO	Select
0051995293	RANDOLPH PHOTO	Select
0051995296	ROXBURY PHOTO	Select
0051995298	HOPATCONG PHOTO	Select
0051995299	FLANDERS PHOTO	Select

Users will then be prompted to select the products for which to obtain a HealthCheck report on or select **“All Products eligible for a HealthCheck Report at this location”**.

	SE ID	SE CODE	NICKNAME
<input type="checkbox"/>	0003172845	VCM	spt_VCM_MID 5
<input type="checkbox"/>	0003172845	VCM	spt_VCM_MID 1
<input type="checkbox"/>	0050516426	S87MCA	s87_S87_MID 1
<input type="checkbox"/>	0050516426	S87MCB	s87_S87_MID 1
<input type="checkbox"/>	0051995268	VCM	spt_VCM_MID 1

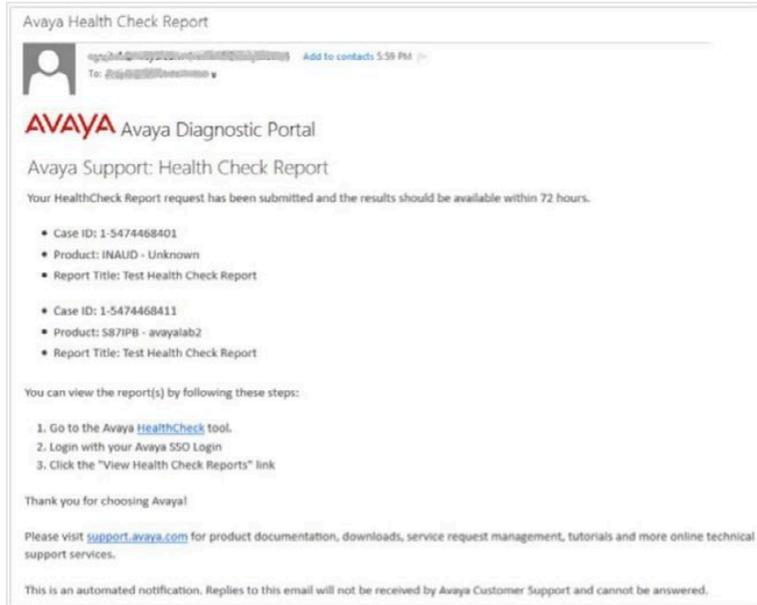
- Click on “Submit Selected Devices” to create report.
- Input passwords, or leave blank, then click on “Create Report.”

PRODUCT NICKNAME	SEID	SECODE
mbusy 2	0520334-2720	PHNUJ

PRODUCT NICKNAME	TOOL	ENTER PASSWORD
bluestripe	Media Gateway Health Check	<input type="text"/>
avayalab1	Media Gateway Health Check	<input type="text"/>
avayalab2	Media Gateway Health Check	<input type="text"/>
Unknown	Media Gateway Health Check	<input type="text"/>
Unknown	Media Gateway Health Check	<input type="text"/>

When the report has been completed an email will be sent with instructions how to retrieve the Health Check report. Reports will be generated within 72 hours from the time the request has been received.

After submitting a HealthCheck request, HealthCheck will connect to systems using EXPERT Systems and other tools developed by Avaya to run hundreds of automated commands. The data will be collected and assembled into a user friendly report. This report will then be placed on a secure Avaya server and an email will be generated advising the recipient how to access the report.



How to Read a HealthCheck

Once a HealthCheck Report is received, users will be able to select the modules of interest.

Click on **“View”** to see a report that will show the system administered settings, the recommended values and additional information regarding the recommended action. For more information about the recommended action, copy the key words from recommended action and paste into the Search Avaya Support field at the top of the Support website.

REQUEST DATE	CASE ID	SEID	NICKNAME	LOCATION ID	REPORT NAME	
2014/07/28 03:58 PM MT					Test Health Check Report	View
2014/07/28 03:58 PM MT					Test Health Check Report	View
2014/07/28 03:58 PM MT					Test Health Check Report	View
2014/07/28 03:58 PM MT					Test Health Check Report	View
2014/07/28 03:58 PM MT					Test Health Check Report	View
2014/07/28 03:58 PM MT					Test Health Check Report	View
2014/07/28 03:58 PM MT					Test Health Check Report	View
2014/07/28 03:58 PM MT					Test Health Check Report	View
2014/07/28 03:58 PM MT					Test Health Check Report	View

For additional information on how to use the Knowledge Management System see section III C within the complete guide.

Users can use the Avaya Knowledge Management System to:

- Copy the recommended action into the box
- Ask a Question regarding the recommended action
- Request the Administration Guide or search for the latest Service Pack

Additional resource aids include the **Avaya HealthCheck Tool User Guide** and **the HealthCheck FAQ**.

If users should require additional support interpreting a HealthCheck Report, please create a service request using support.avaya.com that assistance is needed with a HealthCheck report. A technical associate will respond regarding the inquiries.

i. How to View a Listing of Systems Currently Installed Software and Firmware

The Avaya Software Compatibility Audit report (ASCA) will display what versions of Software and Firmware are installed on a system including the latest versions that are generally available for various solution components. ASCA is similar to the HealthCheck report whereby Avaya must be able to access systems remotely by using Avaya’s automated tools and capabilities.

Avaya Communication Manager Version 2.0 through 5.x runs on the following platforms:

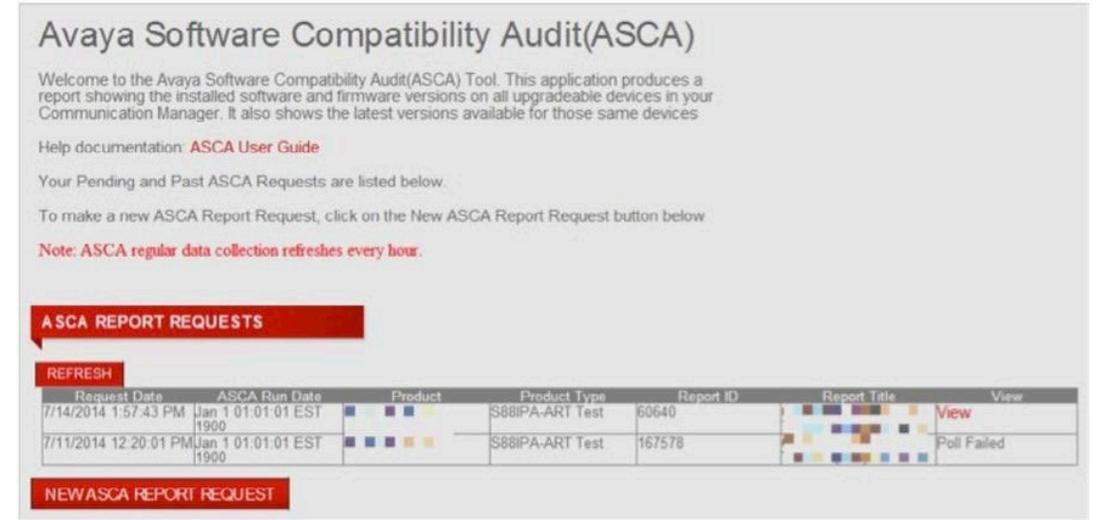
G250	G700	S8500	S8710	S8800
G350	S8300	S8510	S8720	VCN
G450	S8400	S8700	S8730	

To Request an ASCA Report

- Go to support.avaya.com and login in using a SSO login.
- At the bottom of the page under the “Tools” section click on “Software Compatibility Audit”.



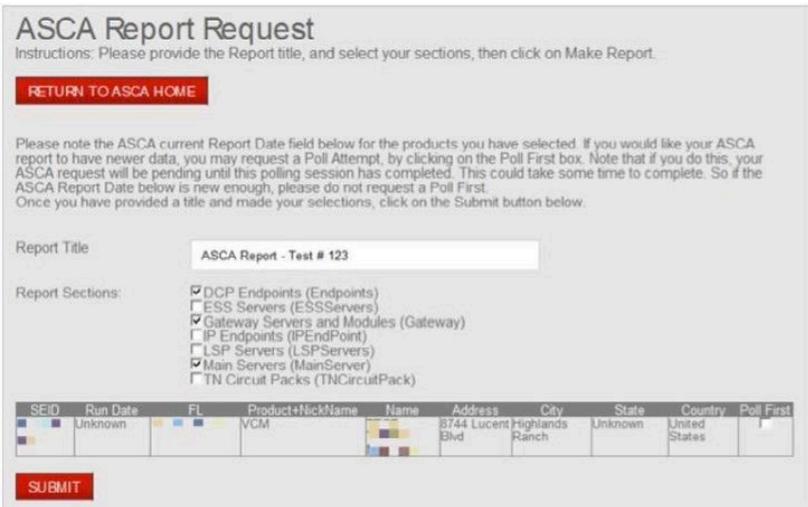
- Generate a new ASCA request. Note: users can click on ASCA user guide for detailed instructions as well as view pending and past requests.



- Enter the FL numbers, each on a line or paste them into the box below and click on “Get ASCA Products”. The ASCA applicable SEID’s are then displayed below the “Get ASCA Products” button. Note: If the FL’s do not exist, do not belong to the account, or do not have the required Customer Authorization Tool (CAT) permissions a message will be displayed explaining why. If there are no applicable ASCA products for the specified FL(s) then no SEIDs will be displayed.



- Select one or more of the ASCA-applicable products using the checkboxes in the 'Request' column and click on "Create an ASCA Report".



- Enter "Report Title". This is a mandatory field, and it is recommended the report name as well as the customer name and or FL is included in the title for easy identification within the tool. Select the "Report Sections" of interest.
- The most recent ASCA report request will show up at the top of the list of all reports requested. The column labeled "View" provides a status while the reports are being prepared. The status will change from "Report Pending" to "View" once the report is ready. In addition, an email notification is sent indicating the report is ready to be viewed. Note: The page has to be refreshed to see the status change.



- Clicking on "View" will open an Excel file that contains the ASCA report; each section of the report will be in a separate tab.

j. Using the Configuration Validation Tool

The Configuration Validation Tool is a tool that automates the execution of detailed technical commands, previously only accessible by Avaya support personnel to assess the stability and operational efficiency of an Avaya product. These commands can now be executed by our business partners and customers to help monitor and troubleshoot supported systems. The Configuration Validation Tool generates a report that includes both a summary and a detailed results section, ranking the issues by severity, to help prioritize the order in which the problems can be addressed.

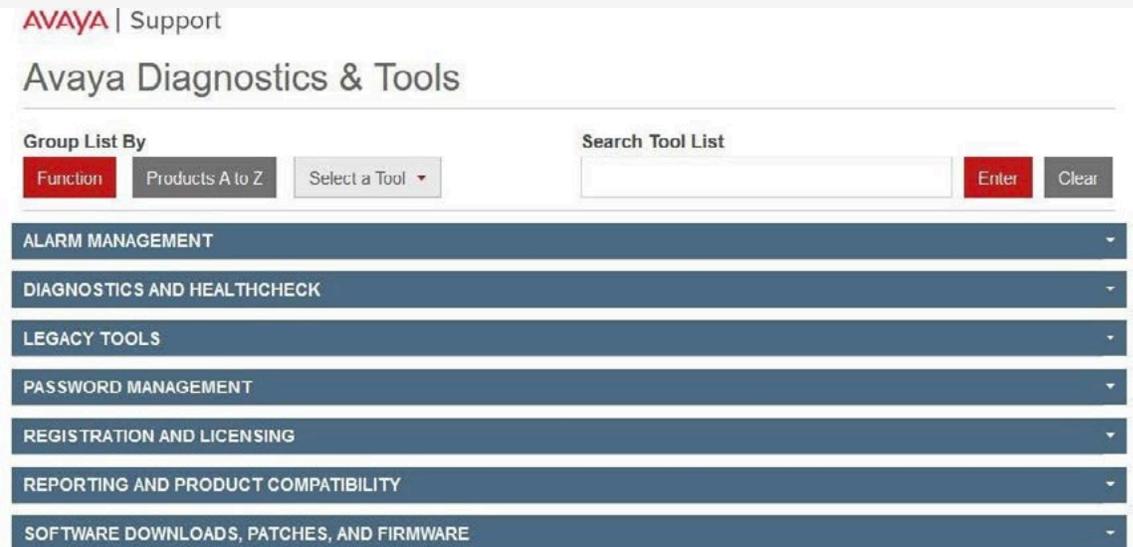
The Configuration Validation Tool (CVT) can be reached from the Avaya Diagnostics & Tools Center:

To go to Avaya Diagnostics & Tools Center:

- Click on Diagnostics & Tools



- Or Select All Tools from the bottom of the screen



Selecting a device from this table and filling in a report name will enable the tool to perform the remote data collection and report generation. An e-mail will be sent to the requestor notifying them when the report is complete, but they may also choose to monitor the status via the View Configuration Validation Reports from the tool's home page.

Once the report is complete, the results summary page will look similar to the following:

Avaya Configuration Validation Report - 10.255.40.100	
Configuration Status - 10.255.40.100	Script Version (Release 20140307)
Setting	Status
OM: Are all disks online? 4/3	FAILED-3
Are all DNS servers responsive?	FAILED-4
No critical HW errors? Last: Thu Jun 12 16:06:15 2014	FAILED-5
Was last backup successful? ()	FAILED-5
Is SAL Watchdog running?	FAILED-7
Are automated backups set? Not set	FAILED-8
At least 16 CPU cores? 1sock*4core*2thrd >= 16?	WARNING
BCM/IDRAC firmware latest? Current: 154 Latest: 1.85	WARNING
Can CDDOM get to plids.avaya.com?	WARNING
Is BIOS firmware latest? Current: 20100909 Latest: 20120816	WARNING
Is HA started? (Not started)	WARNING
Is SP current? (6.0.3.9.3 = 6.0.3.10.3/6.3.1.08003.0.7)	WARNING
Is alarmid set?	WARNING
NICs have links? None for: eth1 eth2 eth3	WARNING
No segfaults found? Last segfault: May 10 13:12:04	WARNING
No ungraceful shutdowns (last -x)? (Crash Wed Jun 11 22:58, 1 total)	WARNING
Only one Advertised link mode eth0 (slave of avpublic)?	WARNING

The detailed results summary section within the report provides additional information about the test performed, actions that can be taken, and links to additional sources of information. Partners can use this information to self-troubleshoot, or include the results in Service Requests opened to Avaya Technical Support.

The Configuration Validation Tool also runs automatically for compatible products when Service Requests (SRs) are routed to Tier3 Technical Support. A special SR Note is added once CVT completes execution with details on where to locate the results. The collected data in this scenario currently does not produce a PDF report like the web-based tool interface, however, enhancements are being planned to align the tool's execution to always produce a report so that it can be viewed by partners and associates alike.

The CVT tool is a very powerful utility that can be used to maintain systems at peak operating efficiency. The checks and tests performed are taken directly from internal test banks maintained by Avaya Technical Support. Every execution of CVT checks if there is a newer version of the tests, so that partners and associates are always using the very latest improvements in system troubleshooting and problem detection.

CVT is still undergoing several enhancements over the coming quarters including an automated web-scheduler and batch device submissions. This will allow business partners to set up regular automated runs of CVT without having to manually request them every time.

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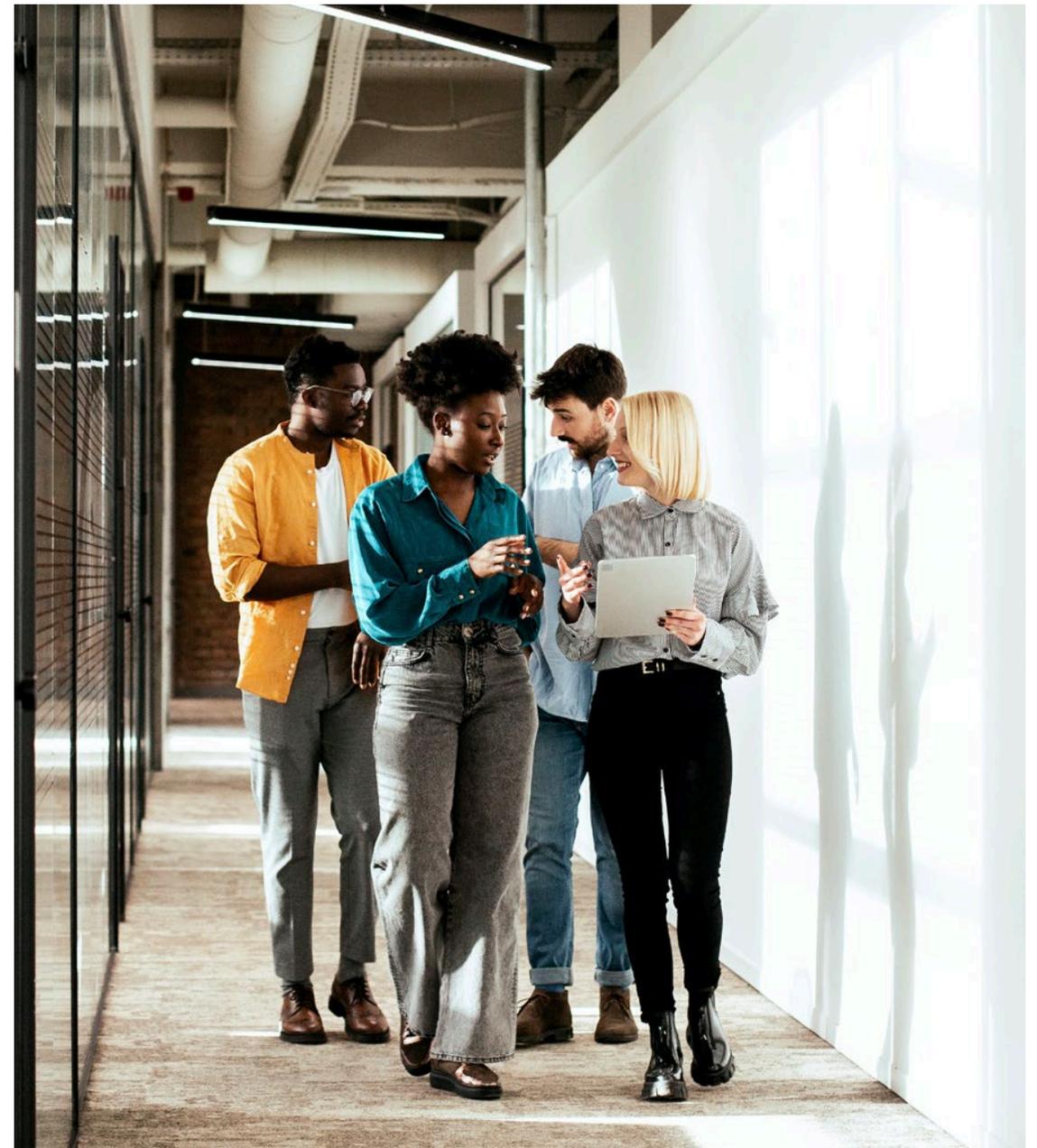
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Configuration Status - 10.255.40.100	Script Version (Release 20140307)
Setting	Status
OM: Are all disks online? 4/3	FAILED-3
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No critical HW errors? Last: Thu Jun 12 16:06:15 2014	FAILED-5
Was last backup successful? ()	FAILED-5
Is SAL Watchdog running?	FAILED-7
Are automated backups set? Not set	FAILED-8
At least 16 CPU cores? 1sock*4core*2thrd >= 16?	WARNING
BCM/IDRAC firmware latest? Current: 154 Latest: 1.85	WARNING
Can CDDOM get to plids.avaya.com?	WARNING
Is BIOS firmware latest? Current: 20100909 Latest: 20120816	WARNING
Is HA started? (Not started)	WARNING
Is SP current? (6.0.3.9.3 = 6.0.3.10.3/6.3.1.08003.0.7)	WARNING
Is alarmid set?	WARNING
NICs have links? None for: eth1 eth2 eth3	WARNING
No segfaults found? Last segfault: May 10 13:12:04	WARNING
No ungraceful shutdowns (last -x)? (Crash Wed Jun 11 22:58, 1 total)	WARNING
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The CVT tool is a very powerful utility that can be used to maintain systems at peak operating efficiency. The checks and tests performed are taken directly from internal test banks maintained by Avaya Technical Support. Every execution of CVT checks if there is a newer version of the tests, so that partners and associates are always using the very latest improvements in system troubleshooting and problem detection.



k. How to Access New Service Packs and Minor Updates

Keeping your systems updated increases reliability and mitigates risks. Services Packs provide product corrections and help eliminate concerns that may arise in the future. Services Packs are developed for software, firmware and security related elements.

Firmware Updates apply to hardware solution elements in order to make the product easily maintainable.

Firmware updates allow clients to take advantage of the latest converged technology without the expense of purchasing new equipment.

Services Packs are made available on the Avaya Support Website under the Downloads area, located on support.avaya.com.

Avaya will develop, test and upload Services Packs for all Avaya developed products on the first Monday of even numbered months (If the need for one exists). Therefore, one could expect to see a new Service Pack on the first Monday in February, April, June, August, etc., if a need exists. To receive notification when a new Service Pack is available on the Avaya Download Center, sign up to receive E-Notifications (see Section III.L of the complete guide) by identifying the products for which notifications are desired.

Avaya will continue to develop new Services Packs for the most current release and one prior major release with the latest minor update and service pack for all Avaya products. All existing Services Packs for older releases will remain on the Download Center for future access. Service Pack content is ported into the next Service Pack or Major and Minor releases; therefore, the next release or pack will be an accumulation of all updates.

Clients with software support coverage will have access to Software, Firmware and Security Services Packs as well as Minor release updates.



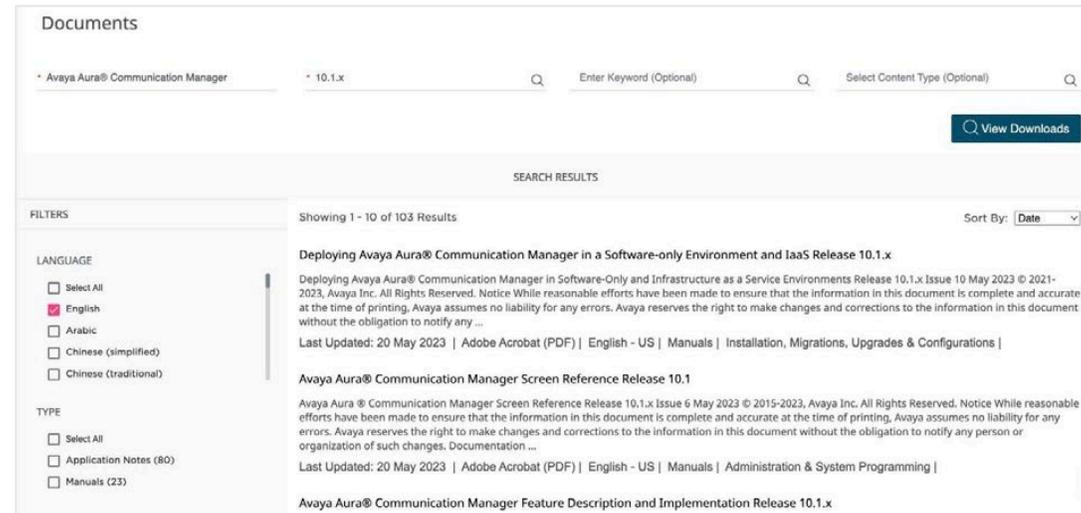
In order to access the Download Center:

1. Obtain a Single Sign on (SSO) Login (See section III.A)
2. Confirm that the primary System Administrator has granted permission to access Downloads for each of the locations of interest for support. That individual will need to associate all company Sold-To ID's with the appropriate users' SSO Log-Ins in order to assign permissions to access pertinent updates by site. (See Section III.B)
3. Register equipment with Avaya. This will enable the appropriated Service Packs to be available for each unique location and communication server. (Equipment should be registered by a salesperson/technician upon installation.)

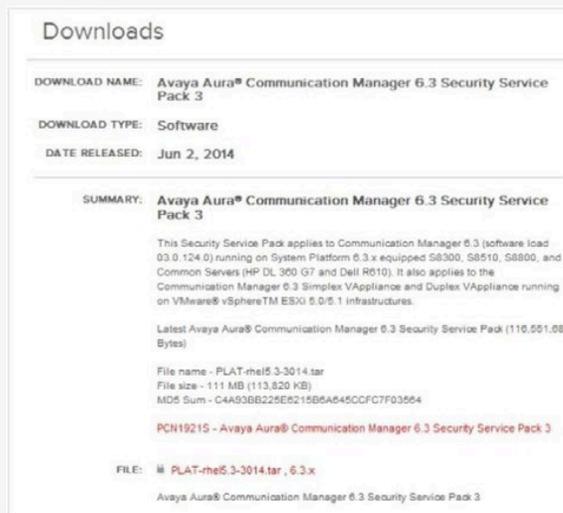
How to access Service Packs and Minor Release updates from the Support Website (this is the preferred way to access Software from Avaya):

1. Go to support.avaya.com
2. Using an Avaya SSO Logon

- Click on Downloads at the top of the page and enter the product for which software is needed in the **"Search Product"** field.
- Click on the drop down arrow at the right of the **"Choose Release"** field to select the applicable choice.



- Select the desired software (or firmware) by clicking on the red text of the software desired (scroll down as necessary to view the entire list).



- Review software details.
- Select the hot link to the right of the **"File"** heading to download the software.
- Select **"Download"**

About the Download Manager

The Download Manager provides for more effective, more efficient file download, especially for large files or file sets. It can pause and restart downloads even if the computer is turned off and on again. You will be presented with a security warning and after you accept, the Download Manager will install and begin to download the requested file.

Please note: any software download is registered to a personal SSO Login. This software download is ONLY authorized for application to customer equipment and/or software licenses under warranty or covered by Avaya support coverage.

Duplication, distribution or unauthorized application of this software patch to another customer, third party, database or system without active Avaya support coverage is in violation of the license agreement and may constitute an act of software piracy. The software intended for this download is subject to an audit to ensure compliance.

Avaya will pursue all legal means available to protect its intellectual property rights and/or proprietary information, including, but not limited to, filing an appropriate action seeking damages and/or injunctive relief.

1. Select **“Click to download your file now”**



From here locate Service Packs by Product. Most Services Packs are client installable. However, if assistance is needed, there are several solutions that Avaya has to offer. Product Licensing and Delivery System (Avaya PLDS) , is a platform that allows end-customers to download Avaya software on most recent and future products.



Refer to User Guide link for more details: support.avaya.com/support/en/helpcenter/GenericLanding/C201231594627997088

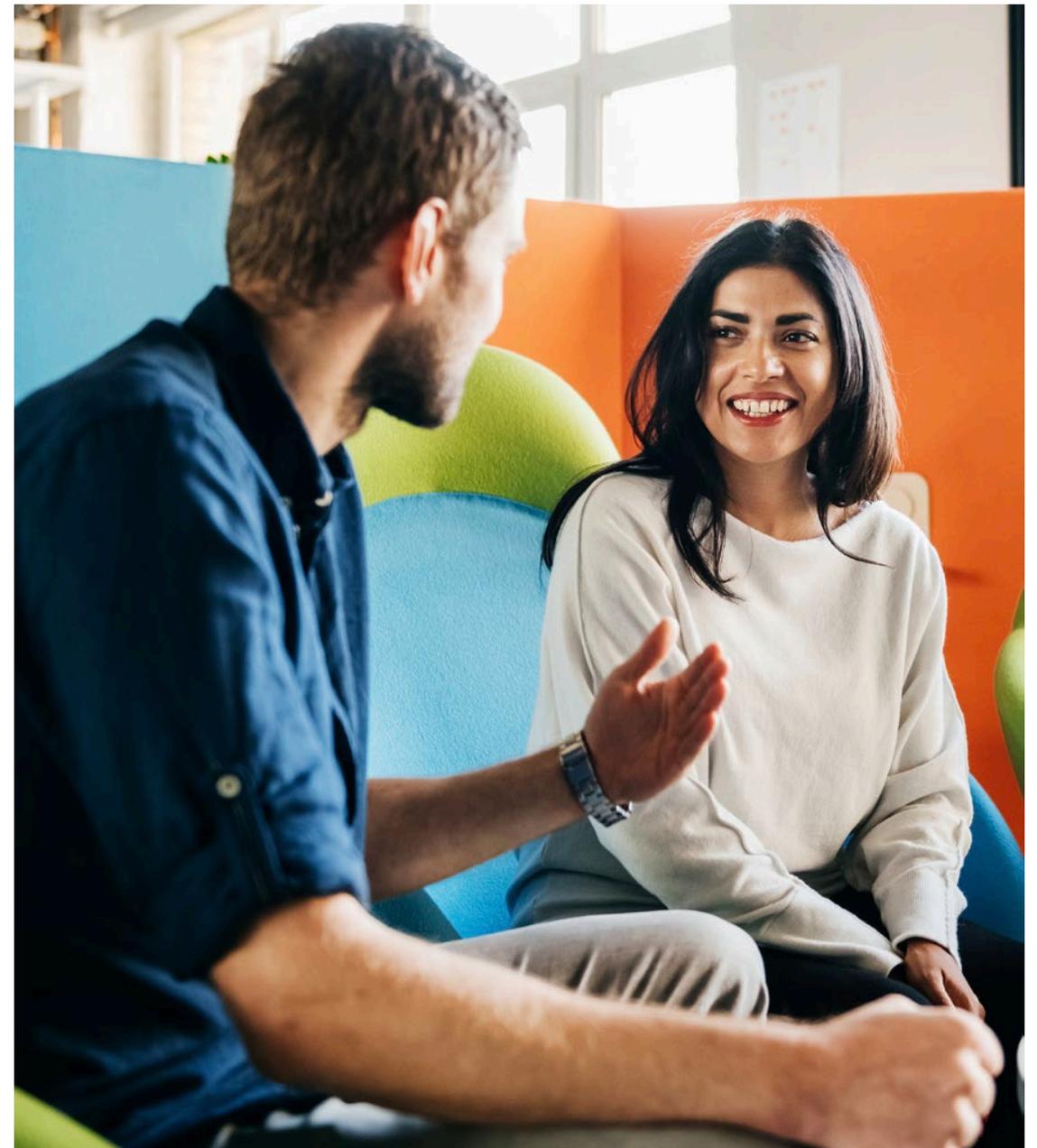
I. How to Sign-Up for E-Notifications

If users would like to receive proactive E-Notifications when a new Product Update, Upgrade, Service Pack or new technical documentation is available, please follow the instructions below to register:

1. Go to support.avaya.com and login with an SSO Login.
2. Select the **MY PROFILE** hyperlink in the upper right corner, or select **Set E-Notifications** from the bottom menu under **Alerts & Reports**. This will take users to the SSO profile page.
3. Click on the **User Management** tab and then select **E-Notifications** from the menu at left.

You can subscribe to receive E-Notifications of new or updated documents. Specify which products and releases for which you wish to receive notifications. In the Product Notifications box, click "**Add More Products**", select the product(s) and click **Submit**.

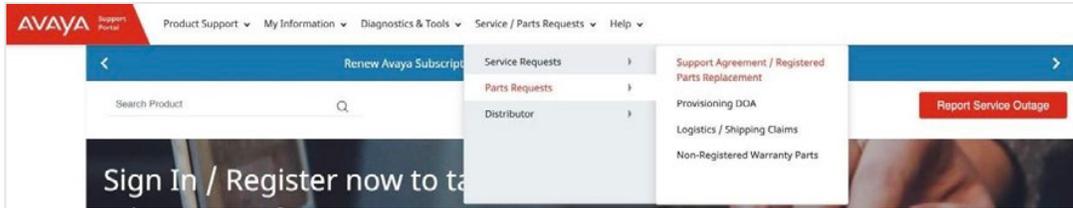
Administration, Technical and User Guides can be accessed on a 24x7 basis. For problems with an SSO Login, call 1-866-AVAYAIT or the Avaya IT Contact number for the appropriate geographic area for assistance.



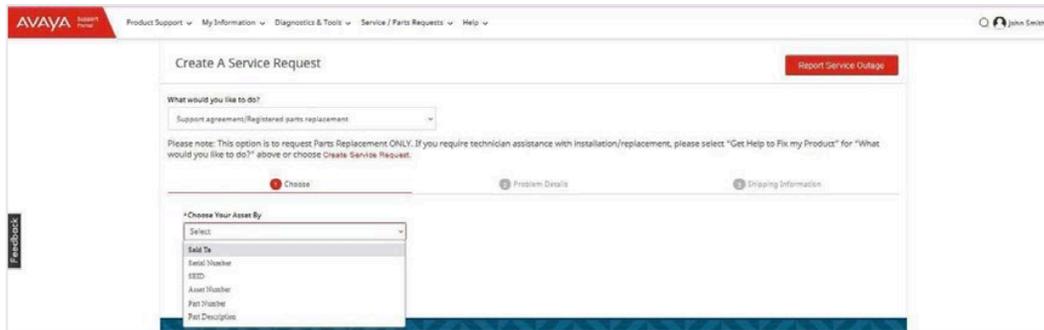
m. Request a Replacement Part Via the Support Web Site

Creating a Parts Replacement Request:

1. Click on Service/Parts Requests->Parts Requests-> **“Support Agreement/Registered Parts Replacement”**

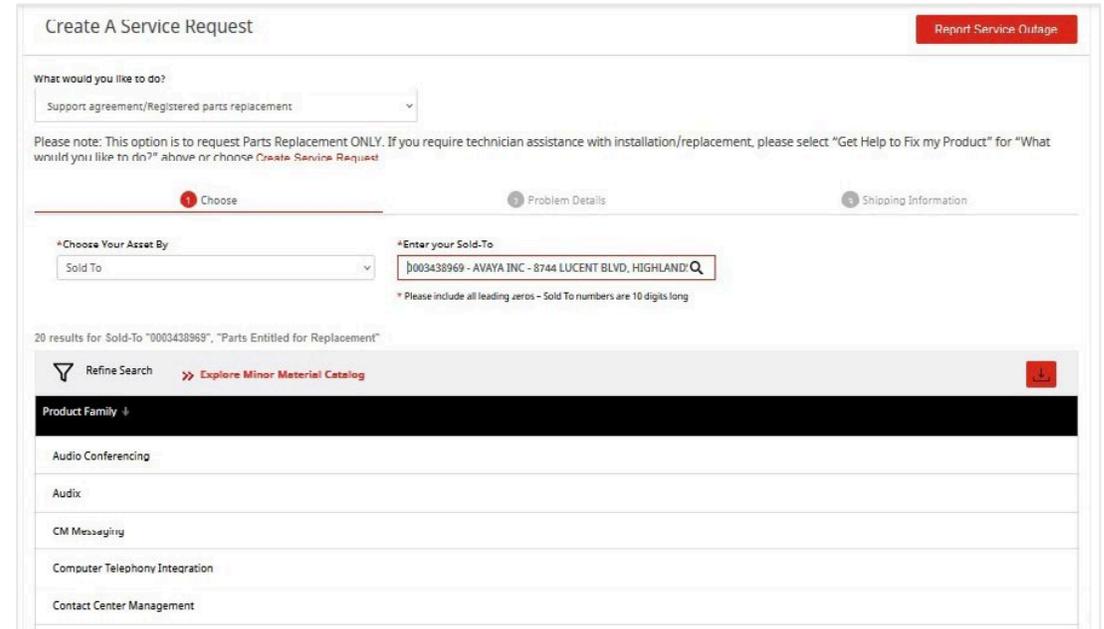


2. Select the appropriate option:



3. Find replacement parts by selecting either Sold To, Serial Number, SEID and Asset Number

4. Select the Part from the list by clicking on the row and enter the number, click on Next



Note: 10 items will be displayed on each screen; the arrow will need to be used to display more items.

Minor Material is used for cords, handsets etc.

5. Click on **Search Icon** or icon **“Enter”**

- The Asset/Product will populate
- The Description field will populate

6. Select the quantity (Maximum is 10) and click on "Ready to Submit"

Support agreement/Registered parts replacement

Please note: This option is to request Parts Replacement ONLY. If you require technician assistance with installation/replacement, please select "Get Help to Fix my Product" for "What would you like to do?" above or choose **Create Service Request**.

1 Choose 2 Problem Details 3 Shipping Information

*Choose Your Asset By
Sold To: 0003438969 - AVAYA INC - 8744 LUCENT BLVD, HIGHLAND

*Enter your Solid-To
0003438969 - AVAYA INC - 8744 LUCENT BLVD, HIGHLAND

* Please include all leading zeros - Sold To numbers are 10 digits long

3 results for Sold-To "0003438969". "Parts Entitled for Replacement"

Product	Part Number	Description	Coverage	Quantity Installed	Quantity Requested
Audio Conferencing	700407489	MEETING EXCHANGE AUDIO CONFERENCE 2CPU 2GIG MEMORY SERVER ROHS	Full Coverage	2	1
Audio Conferencing	700428964	MEETING EXCHANGE MODEM MULTITECH MT 2834BA2	Full Coverage	2	Select Quantity
Audio Conferencing	700442135	TWO 1GR DIMM FOR 58x10	Full Coverage	606	Select Quantity

You have selected 1 out of a possible 5 parts allowed per order.

7. Enter the "Serial number" and "Field Failure Reason"

Create A Service Request Report Service Outage

What would you like to do?
Support agreement/Registered parts replacement

Please note: This option is to request Parts Replacement ONLY. If you require technician assistance with installation/replacement, please select "Get Help to Fix my Product" for "What would you like to do?" above or choose **Create Service Request**.

1 Choose 2 Problem Details 3 Shipping Information

Sold To: 0003438969
Customer: AVAYA INC
Location: 8744 LUCENT BLVD, HIGHLANDS RANCH, Colorado

Parts Requested

Product Family	Part Number	Description	Serial Number	Field Failure Reason
Audio Conferencing	700407489	MEETING EXCHANGE AUDIO CONFERENCE 2CPU 2GIG MEMORY SERVER ROHS	1222143	Unit will not Power up / Cannot be turned On

8. Enter the "Problem Description"

9. Select the appropriate Impact from the drop down

- Affects all employees/or organization = Outage
- Affects entire team = Severe Business Impact
- Affects several others including myself = Business Impact
- Affects only me = Non-Service Impact

10. Verify the Part(s) select are correct

11. If additional Parts are needed, Click "Back" and click "Back To Product Family View to Add More Parts"

- a. Maximum 5 different products
- b. Maximum quantity of 10 each

12. Click "Continue" when the Parts needed are correct and no additional parts are Needed

13. Verify the Shipping Information

If an alternate ship to address exists in the database, the customer can click on the "Select Alternate Address" button and select an address from the address list.

14. Verify/Complete the **Ship Attention To** Information

The Information is defaulted with the Service Request contact info but can be manually entered if applicable

AVAYA Support Portal

Product Support | My Information | Diagnostics & Tools | Service / Parts Requests | Help

John Smith

Create A Service Request

Report Service Outage

What would you like to do?
Support agreement/Registered parts replacement

Please note: This option is to request Parts Replacement ONLY. If you require technician assistance with installation/replacement, please select "Get Help to Fix my Product" for "What would you like to do?" above or choose Create Service Request.

1 Choose | 2 Problem Details | 3 Shipping Information

Sold To: 0003438969

Site Name: AVAYA INC

Ship-To Address: 8744 LUCENT BLVD, HIGHLANDS RANCH, Colorado

Select Alternate Address

* Ship Attention To (30 Characters max.): John Smith

*Phone Number (please include an extension if needed in the format 995551234-1111): 4085551234

* Email Address: tango_partner1@gmail.com

Commitment Time (Site Time): TBD

Back Submit

15. Click **"Submit"**

16. Verification Screen will be displayed

a. Contains Service Request number, delivery information, summary and shipping status.

Successful Service Request Submission - Parts Replacement

Service Request# 1-4349202482

Thank-you. Your Request for Avaya Parts Replacement was Successfully created, You will receive an email confirmation with your Service Request details. At any time you can edit, update or cancel your Service Request Ticket. Please refer to your confirmation email. The returned part is due back in 30 days.

Attachment
Attach a File

Details entered by you [Home](#) [Print This Page](#)

Parts Order Information

Sold To: 0003438969
Site Name: AVAYA INC
Ship To Address: 8744 LUCENT BLVD, HIGHLANDS RANCH, Colorado
Ship To Contact: John Smith 4085551234

Parts Requested

Product Family	Part Number	Part Description	Quantity	Commitment
Audio Conferencing	700407489	MEETING EXCHANGE AUDIO CONFERENCE 2CPU 2GIG MEMORY SERVER ROHS	1	Full Coverage

n. For Changes to Avaya Systems Passwords

Avaya provides a password reset ability for all clients regardless of maintenance coverage type.

This can be done automatically using the **Password Reset Tool** which is a web based application to generate a one-time password (OTP) by logging on to support.avaya.com, scrolling to the bottom to select "All Tools" under the TOOLS menu and selecting **Avaya Password Reset Tool** from the Tools menu.

The tool can be used for these following Avaya devices.

VCM	S8500	S8720A	S88IPA	S8300B
S8500C	S8730	S88IPB	S8300	S85IPB
S8730A	S8400B	S8720	S8800	

If assistance is needed with a password change or if the equipment needing the password reset is not supported by the Password Reset Tool, please follow the below procedure:

Note - This is a free service for maintenance customers.

1. Create an online service request:
2. Click **Service Request** from the top navigation menu
3. Click **Create New Service Request** button
4. Include the following information in the request:
 - a. The user log-in
 - b. Password to be changed
 - c. Password request to be set to (must be at least 6 digits w/at least 1 numeric)
5. The request will be processed by next business day.

Out of contract sites with disconnected Remote Access Line will require additional billable services and a dispatch.

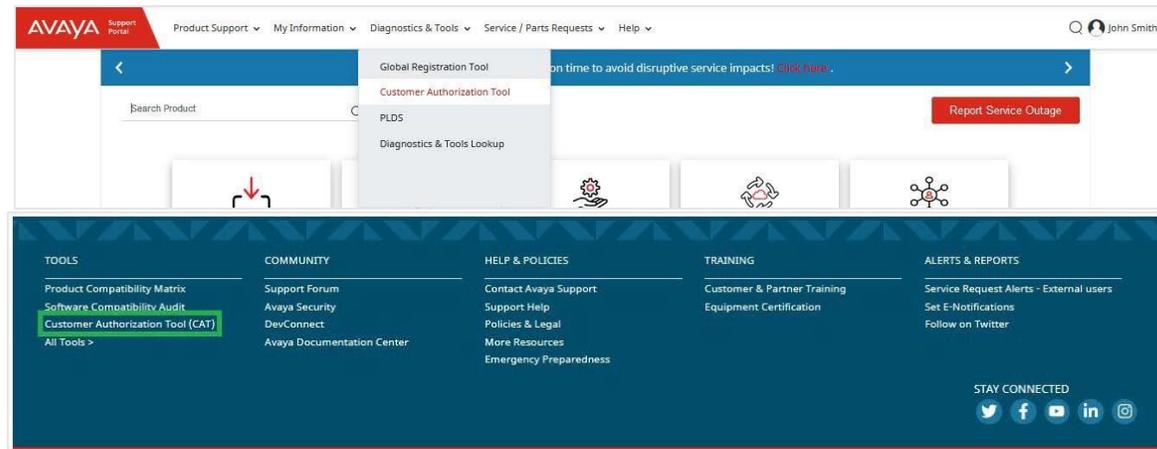


o. Using the Customer Authorization Tool (CAT)

FOR PARTNERS ONLY: The Customer Authorization Tool(CAT) is now available globally to partners to submit and track LOA (Letter of Agency - US Only) and Delegated Administration (Global) requests to end customers via an automated electronic authorization request process.

Once the partner submits the request, the end customer will receive an email notification that allows the customer to digitally sign and return the request. After which, the Customer Authorization Tool automatically updates Avaya Systems to add and expire permissions for access to: Quoting Tools and ACS Business Intelligence, Registration Tools, License Management, and Online Service Request system. Additionally, CAT allows partners to generate self-service reporting as a result of the approved permissions.

1. To access CAT, partners must first login to the Avaya Support Website.
2. After you have logged in, you can access CAT by clicking on Diagnostic & Tools at the top of the screen or scrolling to the navigation bar at the bottom and under the TOOLS section, selecting "Customer Authorization Tool (CAT)".



3. On the right, under "Tips", a host of informational and training materials are listed under Training Links. Of particular interest may be the quick reference guide [Initiating Electronic Authorization Requests](#) and the [Customer Authorization Tool – FAQ](#).

p. Per Incident Support

Avaya provides “Per Incident” support on a per-call basis when users require support outside of the normal coverage terms of an Avaya Service Maintenance contract. This includes support for out of coverage activities like Onsite or Parts support for a customer with Remote Only support. Also, Per Incident Support covers out of scope activities that an Avaya Maintenance contract covers such as programming, third party integration, installation support, etc. Per Incident support is only available to customers who have an Avaya Global Service Maintenance contract for the product requiring support. **Please note, Avaya does not provide Per Incident support on products not covered under a minimum level of Avaya Maintenance Support coverage.**

You may contact the Avaya Services organization for the appropriate region to request Per Incident Maintenance support.

Under Help & policies, select Contact Avaya Support.



Avaya Services will quote the applicable Per Incident charges. Rates vary based on the time the call is placed, the complexity of the equipment to be supported, and whether remote or on-site support is selected. GSS will then create a service request if the customer agrees to the charges.

When on-site maintenance support is required, a trouble service request will be routed to Field Services and the onsite response objective is provided.

Contact Us

Choose Your Country/Region :

Contact Avaya Technical Support

Outages: [Click here](#) to report a system that is experiencing a total service outage and engage Avaya's emergency recovery teams.

Engage a live agent: [Click here](#) to launch Ava Web Chat where you can engage Avaya agents through web chat, web talk or web videos.

Open a service request: [Click here](#) to open a new service request.

General Contacts

Contact Avaya <http://www.avaya.com/usa/contacts/>

q. Root Cause Analysis

A Root Cause Analysis (RCA) includes analysis of the incident along with written feedback providing the results, upon request, to the customer and/or partner. The RCA details the cause of the incident and any potential recommendations to prevent recurrence. Avaya will make every effort to provide the RCA as soon as possible after service has been restored following the incident. However, the time to provide the RCA will vary based on the severity and complexity of the incident that occurred. In the case of a hardware failure, the RCA will identify the cause at the faulty field replaceable unit level.

RCAs are considered part of the service entitlement associated with maintenance coverage and are not subject to additional charges.

RCAs are available to customers with maintenance coverage for those products that have not yet reached the End of Service Support (EoS) milestone.

The RCA will be provided to the customer within the notes of the Avaya Service Request and/or through email. RCA feedback will cover the following topics:

- What happened
- Why did it happen
- Avaya recommendations to prevent recurrence.



r. Emergency Considerations

Power Surge Protection

While Avaya maintenance coverage does not cover acts of God, it does cover electrical damage, if adequate surge protection and properly grounded electrical circuits are in place at the time the damage occurs. While ensuring these items are in place may seem a trivial investment, these items are often neglected and/or overlooked. Branch offices are the most commonly impacted, but major installations with off-site support staff are also subject to deficits in these areas. Careless work, electrical grounding, and even plumbing can cause damage to telecommunications equipment. Avaya recommends that clients check these items on new installs and once per year thereafter. This is especially important in areas that are exposed to seasonal weather hazards, particularly where electrical storms are prevalent.

Storm Preparation

If there is imminent risk from severe weather or other business-impacting incidents, please consider taking the following steps:

1. Save translations before the storm hits. This will ensure that recent changes are not lost and speed restoration in the event of damage to a system.
2. Secure back-up media so that translations won't be lost or damaged, thereby delaying restoration of service. Take a copy of back-ups and any other information off site.
3. Print and store a current list configuration of network switches. If a new system is necessary, this simple precaution will save as much as four to eight hours of delay in the restoration process.
4. Consider powering a system down before the storm hits. Electrical power surges before and after storms are the greatest threats to systems.
5. Consider moving a switch if located in an area that is prone to flooding or storm surges. The smaller footprint of today's systems makes this an option for some clients.

6. Review safety procedures with all employees prior to the storm's impact. Storm damage often creates the potential for electrical hazards. All electrically-powered equipment can present a hazard until restoration efforts are complete. Avaya Maintenance clients are our highest priority among clients, but in the event of multiple disasters such as a hurricane, our highest priority for service will be assigned to first responders (locations involved in public safety, national defense, and/or health care).

ATTENTION: If currently experiencing a total service outage or significant degradation to a business communications systems, go to support.avaya.com and select the Report Service Outage button. This is an expedited, simple way to report Service Outages through the web.

Avaya stands ready to support network security, business continuity, and disaster recovery needs during the regular course of business and especially during events that can seriously disrupt communications when they are needed most.

For more information please go to: support.avaya.com> Help and Policies>Policy and Legal (at the bottom of the home page)> Emergency Procedures.

In cases where access to web support utilities is not possible, call 1-800-242-2121.

4. Additional Value Add Services

a. Avaya Diagnostic Server

Remote, fast and simple issue resolution is possible thanks to Avaya Diagnostic Server with SLA Mon™ technology. As the evolution of Avaya's trusted Secure Access Link (SAL) Gateway, Avaya Diagnostic Server goes beyond secure remote access and alarming to provide your organization with sophisticated remote IP Phone diagnostics and unprecedented network visibility. Using patented technologies with smart agents embedded in Avaya solutions, Avaya Diagnostic Server provides historical network analysis to empower you to proactively solve network issues faster than ever before, which can lead to fewer escalations, and finger pointing within your IT department. Included in the Avaya Support Advantage Preferred option, Avaya Diagnostic Server enables you to work in parallel with Avaya support via customer controlled tools providing secure remote access, advanced endpoint diagnostics and network monitoring at no additional licensing cost. To obtain the Avaya Diagnostic Server go to support.avaya.com/products/P1558/avaya-diagnostic-server.

b. Advance Parts & Terminal Replacement, Onsite Support

Advance Parts Replacement

Provides advanced replacement of parts for covered products that Avaya determines to be inoperative. Available in Next Business Day (NBD) and 4-hour delivery times (where geographically available) options.

Onsite Support

With this feature, Avaya dispatches resources in the event that onsite support is needed, including replacement of defective parts (except terminals). In this way,

you have additional support coverage and access to Avaya expertise when you need it most. You receive certified Avaya parts without the added expense of carrying your own inventory. And you avoid the costs associated with maintaining and training in-house expertise for Avaya products. Onsite Support is available in selected countries, in 8x5x4 or 24x7x4 options.

Terminal Replacement

This optional feature provides for next business day shipment of defective terminals, removing your need to stock extra phones.

c. Move, Add & Change (Mac) Services

Avaya MAC Services are available to you whenever short term support or a finite skill set is needed to resolve a specific situation in your communications environment. Whether you need support for a negotiated period of time on a predetermined schedule, on demand, or based on a contracted term, Avaya has the tools and expertise to meet your needs. MAC Services are comprised of move, add, change, and delete activity for software, hardware, or a network component and are available to customers identified by Avaya as Small and Medium Enterprise (SME) businesses and to Enterprise customers.

MAC Services include:

- Moves, Adds & Changes (MACs) to support system administration work remotely and/or on-site.
- Remote Configuration Helpline support for guidance relative to technical consulting, implementation, administration, features, and applications on enterprise products. Support is available on demand or in ten (10) hour blocks of time (decremented in 15 minute increments).
- Wire runs supporting onsite MAC activity.

The above services are billed at the current Avaya hourly labor rates. Avaya Service Agreement customers receive preferred rates.

Offer	Enterprise Products	SME Products
<p>Billiable service for remote Moves, Adds, & Changes to support system administration Work</p> <p>On-site MAC Services</p>	<p>Customers should go to the Support Website at support.avaya.com/contact/ and select the country you are calling from to see that contact information</p> <p>US customers call 800-225-7585</p> <p>Canadian customers should send requests to email address: canadaservice@avaya.com</p>	<p>Customers should go to the Support Website at support.avaya.com/contact/ and select the country you are calling from to see the contact information</p> <p>Customers can also call 866-462-8292</p> <p>Canadian customers should send request to email address: canadaservice@avaya.com</p>
<p>Billiable service for remote Moves, Adds, & Changes to support system administration Work</p>	<p>Customers should go to the Support Website at support.avaya.com/contact/ and select the country you are calling from to see that contact information</p> <p>800-852-2436 (OKC CCC) 800-247-7000 (Avaya LLC CCC)</p> <p>Canadian customers should send requests to email address: canadaservice@avaya.com</p>	<p>Customers should go to the Support Website at support.avaya.com/contact/ and select the country you are calling from to see that contact information</p> <p>Customer can also call 800-247-7000</p> <p>Canadian customers should send requests to email address: canadaservice@avaya.com</p>

Remote MAC Services



d. Dedicated Technician

Avaya Dedicated Technician Services provides a certified expert who is trained and managed by Avaya but reports directly to you and works at your location to maintain your vital communications solutions — whether it's unified communications, contact centers or networking solutions. An option available only with an Avaya Full Coverage Maintenance Services Agreement, Avaya Dedicated Technician Service further protects your communications investment. Your on-site Avaya Dedicated Technician works exclusively for you to help keep your communications up and working for your business. In addition, this expert technician is backed by tiers of Avaya service engineers with an average of more than 25 years of experience, giving you greater return on your services investment.

Depending on the type of service support you require, an Avaya Dedicated Technician can provide you with vital capabilities including:

- Moves, Adds, and Changes (MACs)
- Coordination of networking
- Installation support
- Equipment and circuit acceptance testing
- Standard maintenance
- Escalation of trouble resolution
- Preventive maintenance
- Informal training
- Emergency support

Avaya Dedicated Technician Service is available on an annual basis and provides on-site maintenance support Monday through Friday from 8 AM to 5 PM. Coverage is for 50 weeks, including a substitute technician who provides coverage for 5 weeks during your primary technician's scheduled absence. The service includes labor only; any parts or materials required will be billed separately if applicable.



e. Service Delivery Manager

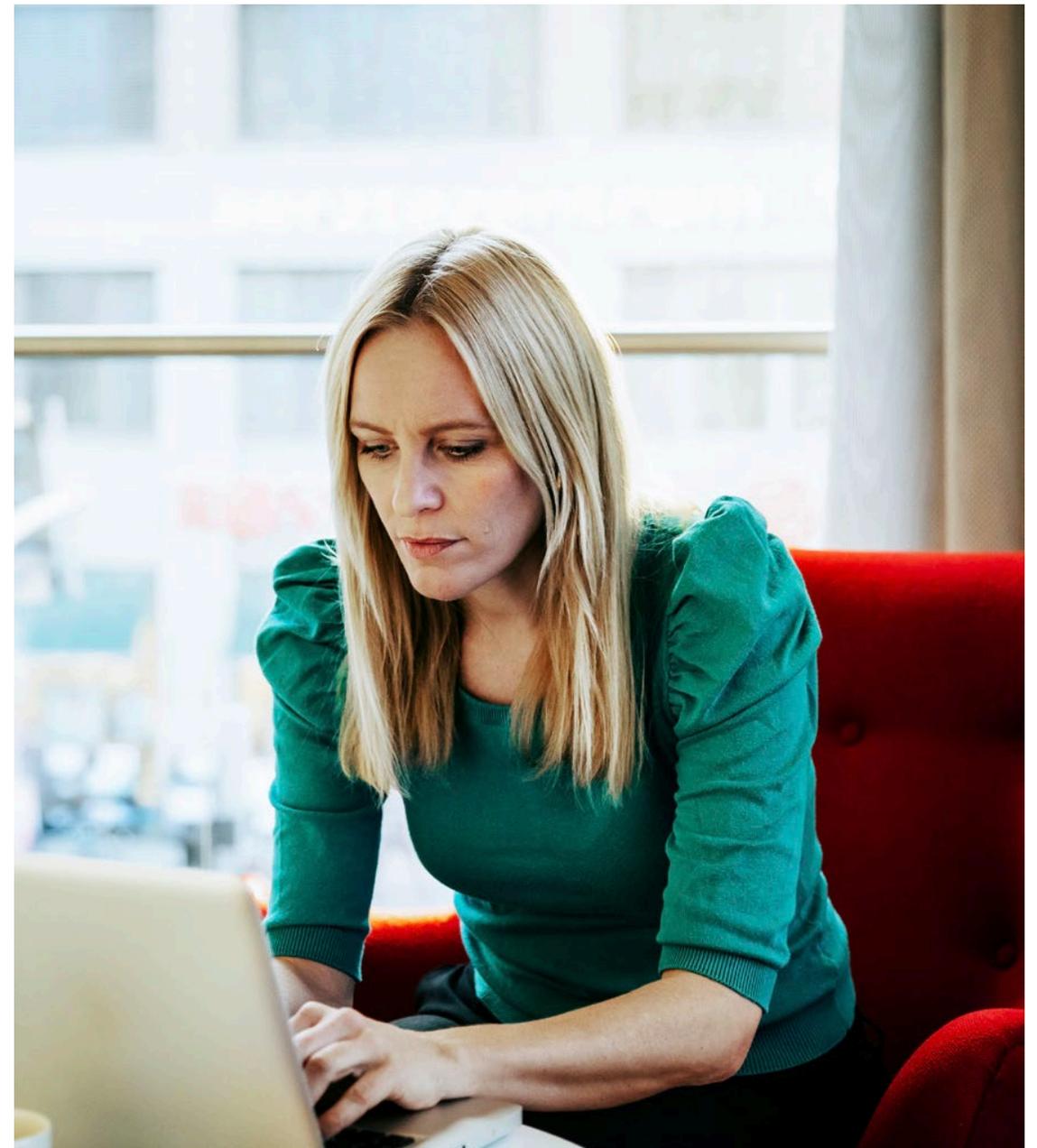
A Service Delivery Manager (SDM) offers support for service escalations, service support planning, general Avaya- internal advocacy and services solution knowledge-transfer, and is available on an emergency for escalations for rapid response and resolution of critical service issues. This “trusted advisor” role works to insure that every service contact that you have with Avaya, no matter which product, is an exceptional experience. This provides peace of mind, allowing you to increase your focus on your core business.

A Service Delivery Manager is a fee-based support option. The SDM provides proactive services designed to create and retain stronger relationships between you and Avaya. The support that a SDM provides is much more than a break fix service, it is designed to provide global on-demand and proactive service support to clients whose unique set of service requirements drive the need for closer integration with Avaya’s services delivery teams. The SDM will facilitate support of critical service escalations by identifying the appropriate resources, facilitating the efforts of the various groups within Avaya formulating a resolution, identifying the prioritization of actions to be taken, providing timely and consistent status to the personnel or groups involved, focusing on timely and reasonable resolutions, and mediating issues that may develop. The SDM acts on your behalf to bring visibility of issues and concerns to the appropriate groups within Avaya. Additionally, the SDM is tasked with managing your service experience across all Avaya solutions and supporting the client’s service model evolution. In short, the SDM is your “virtual” employee within Avaya. In addition, a SDM will provide a monthly stewardship report outlining completed maintenance activities performed in the previous month.

Depending on the client’s requirements, additional reports may be provided to meet the client’s needs.

The SDM Offer is an available offer to Avaya clients who purchase a maintenance support agreement.

This offer provides you either a dedicated resource or a shared resource, depending on your company’s size, maintenance and support requirements. Please contact your Avaya Account Manager or Partner for additional information.



f. Global Advantage

To address the increasing demand for a cohesive global support model from Support Advantage customers, Avaya designed Global Advantage. Global Advantage enhances your existing Support Advantage coverage, by streamlining service delivery, billing and service management with a single point of contact leading to faster time to resolution.

- **Cohesive Global Service Delivery:** Avaya delivers knowledgeable and reliable maintenance support through a specialized team within Avaya which has knowledge of your specific environment and support history. Your support service requests regardless of geography will be routed to this team to handle. Global Service Delivery helps ensure your technical support requests are quickly and easily identified and resolved, improving overall performance and reducing downtime.
- **Global Service Management:** Access specialized support for your business with Global Service Management. Avaya provides consistent reporting and escalation management through a specialized Global Service Director (SD) and Service Delivery Manager (SDM), to minimize the time required to manage your maintenance support. Avaya will determine the level of specialized Service Management support based on a customer's profile and requirements.
- **Centralized Global Billing:** Simplify your billing and payment process with one global maintenance summary statement across all field location sites and a single payment to Avaya for global maintenance and service management.

g. Local Advantage

Local Advantage as an incremental service to a standard maintenance contract, providing support from a designated team of US, English speaking citizens with routine background investigations and screenings. Complement your existing Information Security Program with Local Advantage, a simple and effective addition to the maintenance coverage you already know and trust. Work confidently knowing that Local Advantage is meeting your security requirements and preferences with support from a designated team that complies to the following parameters:

- US, English speaking citizens who have routine background investigations every three years.
- Background investigations include:
- Drug Screening: A 9-panel drug screen designed to test for the use of controlled substances
- Criminal Conviction (Felony and Misdemeanor) Search Global Sanctions and Enforcement Check
- I-9 Employment Eligibility and Verification

h. Release Management

Avaya Release Management Service will keep your communications systems running at peak levels while enabling you to deploy your internal IT resources on more value-added projects. With Avaya Release Management Service, we attend to the software and firmware patches and related tasks for all your Avaya products, including underlying operating systems. This will allow you to focus your IT resources on core business activities while we help maintain your communications systems at optimum levels.

ITIL-aligned maintenance and upgrades

Designed around IT Infrastructure Library® (ITIL) standards, Avaya Release Management Service covers all Avaya product lines, including the underlying operating systems. This means Avaya will remotely perform all the tasks associated with proper maintenance and upgrades for your Avaya software and firmware, including:

- Monitoring software manufacturer releases for updates — for both Avaya products as well as other products in your communications environment.
- Analyzing software and firmware manufacturer's release notes to understand the impact on your environment, including any potential conflicts with other applications.
- Providing a recommendation to you about whether the update is beneficial to your current operating environment.
- Creating a back-out plan so that before any work is performed, you can be confident that the last known "good" configuration is stored in case it is needed.
- Scheduling and implementing the software or firmware load.
- Testing the update to help ensure it performs as expected.

Avaya Release Management Service includes the installation of all software and firmware updates associated with your current application environment, including: bug fixes, patches and service packs, including any regular updates from the manufacturer in support of existing software to fix known issues. "In-release" software updates, such as "dot releases" or "minor releases." Security updates typically originating from the operating system software manufacturer.

As part of Avaya Release Management Service and in an effort to minimize interoperability issues, we perform extensive testing on non-Avaya products that are likely to interact with new Avaya releases. But because it is impossible to test all non-Avaya products in the marketplace, we issue patches or service packs over time as interoperability issues are uncovered.

In addition, performance issues can arise as products evolve. To help maintain system availability and speed of service, Avaya creates service packs to address these issues. We also issue service packs when Avaya or an operating system manufacturer identify security issues relating to the products. These security service packs should be implemented immediately to address the risk of security breaches.

When code within operating systems, such as Microsoft Windows or Linux, is found to create problems with telephony solutions, the operating system manufacturers typically notify their partners, including Avaya, that a service pack fix is available. We contact you immediately, recommend that these operating system service packs be deployed as soon as possible, and with your agreement, implement and test the updates.

Who better to help maintain peak performance for your Avaya solutions than the professionals who design, deploy and optimize Avaya solutions every day?

i. How Avaya Customer Experience Services (ACES) Can Help Your Business

ACES

Avaya Customer Experience Services helps organizations leverage technologies effectively to meet your business objectives. Our strategic and technical consulting services, as well as deployment and customization services, are focused on helping you accelerate business performance and deliver an improved customer experience. Whether you are deploying new solutions or optimizing existing capabilities, you can rely on 1,500 Avaya specialists in 37 countries, with over 1,000 industry certifications and an average of 15 to 20 years of experience. As one of the largest and most experienced organizations of its type, Avaya Professional Services executes more than 2,000 projects per month, focusing on three core areas:

Enablement services give you access to expertise and resources for planning and deploying Avaya solutions. The result is an approach that maximizes technology potential and exceeds your expectations by providing the greatest possible benefit for your investment.

Optimization services help you drive increased value and greater business results from your existing technology. Leveraging best practices, Avaya consultants and solution architects analyze your communications environment in the context of your business priorities and strategies, helping you develop a communications business case, expected results and technical considerations. This typically results in a road map from traditional digital communications to newer Session Initiation Protocol (SIP)-enabled technologies, avoiding costly rip-and-replace scenarios and leveraging existing investments.

Innovation services help your organization leverage communications to reach new levels of business potential and market competitiveness. Focused on leading technology and advanced services delivery, we offer a forward-thinking perspective to drive new business productivity, employee efficiency and superior levels of service. Our consultative approach and custom application services, from business planning through to execution and solution integration, creates alignment with your specific business objectives.

Through the experience gained in thousands of projects, and by following proven methodologies and best practices, we have achieved outstanding results for clients throughout the world: business growth, improved customer experience and network simplification. Avaya clients realize an average of 30 percent savings on operating costs through our services and associated enhancements.¹

¹Savings based on actual customer examples from Avaya SIP Transformation Services. Savings will vary based on specific customer network configurations.



The Avaya logo is displayed in a bold, red, sans-serif font. The word "AVAYA" is written in all caps, with the letter 'y' in the second half being lowercase and featuring a distinctive, elongated tail that extends downwards and to the right.

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