



Powered by IP Office
How to Quote, Order and Manage a Customer Account
using Avaya One Source Cloud Services

January 2016

Avaya One Source Cloud Services - Overview

What is Avaya One Source Cloud Services?

- Avaya One Source Cloud Services is a Quoting, Ordering and Account Management tool that allows Distributors & Partners to manage the Avaya Cloud Offer. Powered by IP Office is our latest Cloud offer.

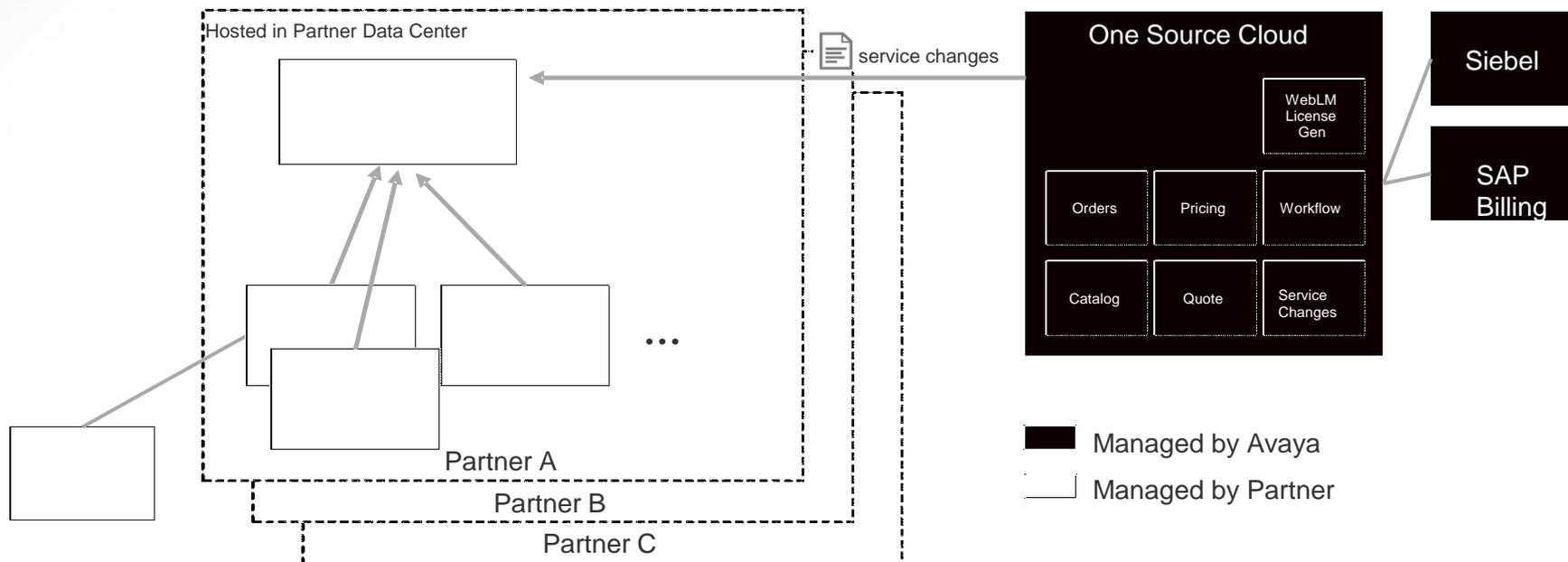
Key Features:

- Simplified & Repeatable Quote to Order Process
- Fully Automated Order Fulfillment Process with Ability to Track Orders
- Partner sales engineers or sales personnel can create quotation
- Partner purchasing agent can place order from within Cloud
- Self-Care Capabilities for Partners after order is processed from the Account Summary:
 - Manage Services for End Customer
 - Service Change (increases / decreases) / Disconnect / Renewal Orders / Move from Trial to Paid

Powered by Avaya IP Office

- Avaya is introducing Partner hosted Powered by Avaya IP Office software, which is comprised of Avaya's proprietary IP Office (**IPO**) software to be hosted by a Partner in its datacenter and resold as the Partner's service offering to end customers ("**Partner Service**"). Avaya's offer will be referred to as "**Powered by Avaya IP Office**".
- Sold globally in all countries where IP Office offered
- Sold through service providers / system integrators, Tier-1 and Tier-2 Avaya Resellers.
- This offer is targeted at midmarket businesses with services hosted by service providers, system integrators, IP Office Business Partners and Distributors. The Powered by Avaya IP Office software supports cloud customers requiring support for 5-3000 users
- This offer is hosted by Partners in their data centers using OSS - Avaya Operations Support System
- The service includes IP Office Telephony or Unified Communications functionality for office users
- In order to quote or order this service, there is a Required Contract /Amendments: **Partner Hosted Cloud Services Amendment** which all Distributor, Reseller and Tier 1 Partners must execute with Avaya

Architecture and Integration



- Hosting partners must purchase and install OSS – Avaya Operations Support System
- OSS links to OS Cloud via a user name (Link ID) and password
- OS Cloud will link to the hosting partner OSS for service and licenses integration and management

Ordering OSS – Avaya Operations Support System

- All Hosting Partners need to order OSS prior to ordering Powered by IP Office licenses via OS Cloud – note, this code is merchandisable, and can be ordered through your standard ordering processes

Material Code	Description	List Price
381427	OPERATIONS SUPPORT SYSTEM R1.X	\$0.00

- Once ordered details will be available in PLDS to direct hosting partners to download and install OSS on their data centers - <https://plds.avaya.com/>
- Note, in order to link a Partner's OSS to OS Cloud, an ITSS ticket is required. Details are within the OSS implementation guide, and as back up material in this document.

“Powered by Avaya IP Office”

Pricing Summary

The Service is sold on a 12-month subscription basis using the following Avaya subscription monthly billing material codes:

Material Code	Description	List Price
385853	POWERED IP OFFICE TELEPHONY USER SUBS	\$11.06 USD
385854	POWERED IP OFFICE UNIFIED COMMUNICATION USER SUBS	\$17.88 USD

- Note, pricing is subject to change and is available via GPPC – our Global Product and Pricing Catalog
- There is no minimum order quantity
- A maximum of 3,000 licenses per end customer subscription / order
- The following currencies are supported by OS Cloud:
 - Australian dollar (AUD)
 - New Zealand dollar (NZD)
 - Canadian dollar (CAD)
 - Euros (EUR)
 - Great British Pound (GBP)
 - US dollar (USD)

Billing

- Billing for the Service is monthly in arrears. The first invoice for a given subscription will be issued one month after the Order Start Date (Customer Requested Date). Avaya will issue a separate monthly invoice per end customer.
- While a 12-month Service Term is in effect, the Partner may add or reduce licenses for the remaining duration of the existing Service Term
- Additional Licensing:
 - Additional licenses are purchased under the same prices as the initial order. There will be no additional processing charges. If a special bid was approved with additional discounts, this pricing will apply to additions during the remaining term of the service.
 - If there is a price change during service duration, the new additions will be supported at the same price as the initial order.
 - For additions during a month, billing for those additions during that month will be pro-rated based on when the change was made during the month.
- License Reduction:
 - For reductions made during a month, the downgrade will be applicable for the next billing cycle
- Service Disconnect:
 - Services can be cancelled and additional fees will not be charged; however, final invoicing will occur during the next scheduled billing date for that service contract.

30-Day Free Trial

- Partners will have the option to start the Service for each new end customer with a 30-day free trial.
- One Source Cloud will allow one free trial per subscription.
- Before any free trial can be ordered, Partners will need to have signed the requisite amendment for this Service .
- Distributors and Tier 1 Partners will be able to request conversion of a free trial into a paid subscription offer by updating the status in the One Source Cloud portal (changing its status from free trial to paid Partner Service and submitting the Purchase Order to move to a paid Partner Service). The conversion will take place at the end of the 30 days of free trial.
- During the free trial, the system functionality will be limited to 20 users (any mix of Telephony or Unified Communication users). Hosting Partners will be required to configure the software for the free trial. The user limit is removed when moving to the paid Partner Service.
- Distributors and Tier 1 Partners will be e-mailed notification on activation of the free trial period and Avaya will endeavor to email Distributors and Tier 1 Partners 15 and 25 days prior to completion of the trial to convert to a paid Partner Service.

Change Orders (Increase / Decrease)

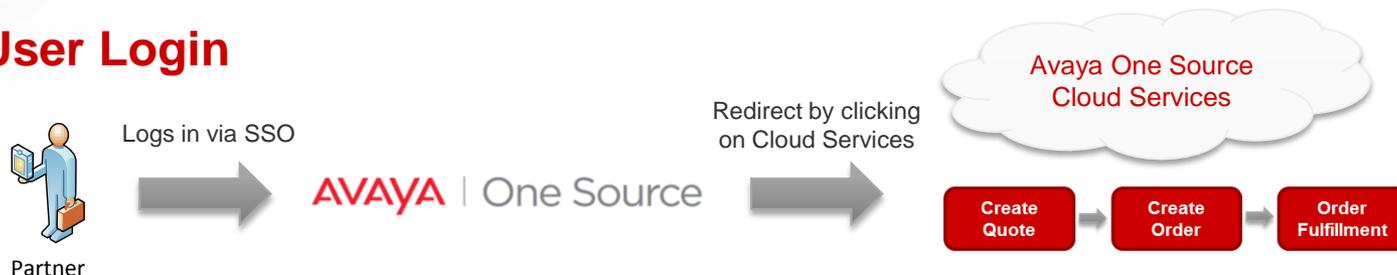
- A “Change” is deemed after the initial service subscription has been ordered and is already active.
- The offer is designed to be flexible, so the Distributor or Tier 1 Partner may add or reduce the Powered by Avaya IP Office software license subscriptions in the billing month using the One Source Cloud portal
- During the first 12 month PO period for an end customer, Distributor or Tier 1 Partner may procure the licenses from Avaya at the same price as the initial order for that end customer placed during that 12 month period.
- Increases or decrease of licenses for a given end customer, billing for the monthly period during which the licenses were added or removed will be prorated based on when the change was made during the month.
- **Note, quoting a “Change” will provide the increase / decrease to the re-occurring monthly fees; however, the change will not take effect until “Ordered” through OS Cloud**

Powered by Avaya IP Office

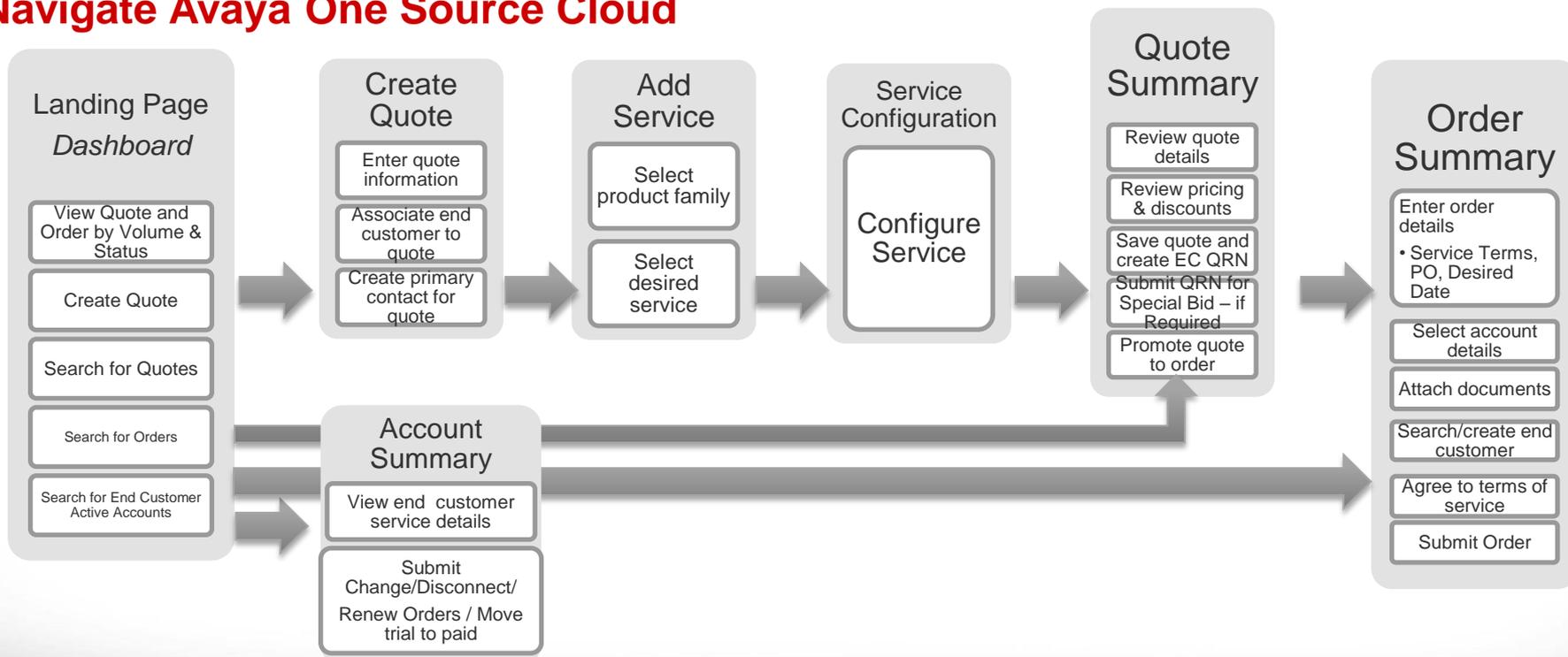
- Quoting and Ordering
- Service Administration (Changes, Renewals, and Disconnecting Existing Service)
- Demo

User Experience

User Login



Navigate Avaya One Source Cloud



Log Into Avaya One Source Using SSO



LOGIN NOW

LOGIN INFORMATION Email Address * <input type="text"/> Password <input type="password"/> SUBMIT >> FORGOT PASSWORD >>	Don't have a login? Sign Up LOGIN ASSISTANCE Asia Pacific Europe, Middle East & Africa Caribbean, Latin America United States, Canada * Avaya employees please use your Avaya handle and global password
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www.avaya.com/ebizn - for US, Canada, LatAm and APAC
www.avaya.com/ebiz - for EMEA

Under Design/Quote, Navigate to A1S Cloud Services



Lead Management Catalogue **Design/Quote** Proposals Orders Credits Licences

- A1S Configurator
- A1S Quick Price Tool
- A1S Cloud Services**
- CSQT
- MSQT
- EC Data
- EC Services
- ProServices Now
- Services Support Tool
- Request Design
- Design Consultation
- Search End Customer
- EC Promotions
- Services Custom Pricing
- OrderPro Download
- API Patch Tool



One Source

anding Page

Latest News
Training
Tools
Job Aids

Us
Subscribe to eMail Notifications
Avaya Pricing Model
ACSBI

Support

Contact phone numbers
and links to support
resources

Dashboard

Dashboard

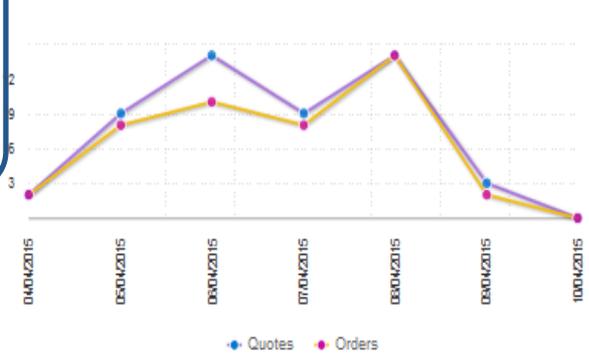
🔍 Please enter your search criteria

Quotes

Accounts

Orders

7 30 YTD



Customer Engagement **AVAYA**

Start Working

Join All 8 Groups or Select Groups

Answered Calls: 1,582

Service Factor: 90%

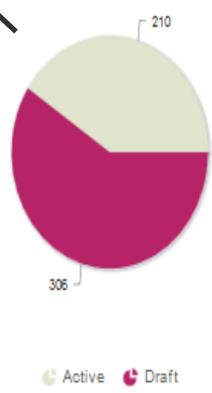
Abandoned Calls: 190

Active Agents: 43

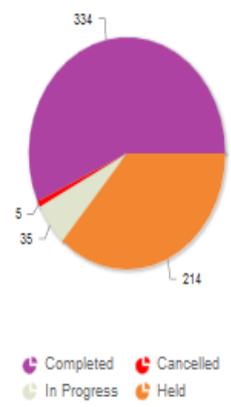
Active Supervisors: 4

- Start a new Quote or modify a Saved Quote
- Modify existing Service
- Manage renewals
- Complete a Saved Order

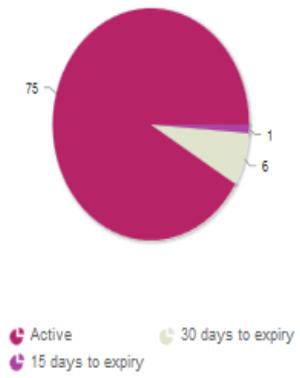
Quote Summary



Order Summary



Account Summary



Start Quote

Home > Quote

Create New Quote

Details (Draft)

Quote Name:*

Send To:*

Notes:

Input End Customer Account Details

End Customer Info

Company Name:*

Country:*

Address Line 1:*

Address Line 2:

City/Town/Locality:*

State /Province /Territory:

Zip/Postal Code:

Contact Info

Type:*

First Name*

Last Name*

Phone Number:*

Email Address:*

Input Contact Information. Recommendation: Choose **Technical** as the Type. A “Technical” contact is required prior to order completion. The Technical contact is responsible for administering the service within the Partner.

RESET

SAVE

ADD SERVICES

Address Check, in the US Only

Home > Quote

We have validated your address with the U.S.Postal Service. Please choose the address below by selecting the radio button, or to use the address you have manually entered, please choose to continue.

Address					
	Country	Address	City	State	ZipCode
<input checked="" type="radio"/>	UNITED STATES	205 LAKESIDE CIR	SUNRISE	FL	33328

Page 1 of 1 View 1 - 1 of 1

Choose to continue with the manually entered address.

BACK

CONTINUE

Addresses will be validated against US Postal Service Database for Quotes in the United States. <Continue>

Quote Initiated Successfully

Home > Quote

Quote Reference Number 3012821 Initiated Successfully

Note Quote Reference Number
Click **Add Services**

Create New Quote

Details (Draft) 3012821

Quote Name:*

Send To:*

Notes:

End Customer Info

Company Name:*

Country:*

Address Line 1:*

Address Line 2:

City/Town/Locality:*

State /Province /Territory:*

Zip/Postal Code: *

Contact Info

Type:*

First Name*

Last Name*

Phone Number:*

Email Address:*

RESET

UPDATE

ADD SERVICES

Under Service Listing, Click “Select” under desired Offer

Create Quote > Service Listing



Select either the Paid Offer or 30 day free trial, and click on “Select”

Partners not completing the Partner Hosted Amendment will be unable to access this service in order to quote. Once authorized – both paid and free trial offers are available.

Powered by Avaya IP Office

- Quoting and Ordering
- Service Administration (Changes, Renewals and Disconnecting Existing Services)
- Demo
- Important Links and Support Information

Service Configuration:

- Configure the Service for your Customer
- Add to Quote

Create Quote > Service Listing > Service Configuration



Pricing will display at List Price for Monthly re-occurring charges at APL

Select Private or Public (required for OSS)

Powered by Avaya

PO Duration*

12 Months

Billing Type

Monthly

Deployment Mode*

--Select--
Private
Public

Your Quote (List Price)	
Powered by Avaya	
Powered by Avaya IP Office	
Total Recurring	0.00
Total OneTime	0.00
Total [USD]	0.00

Powered By Avaya IP Office

Total Telephony Users

Total Unified Communications Users

Select the number of Telephony and / or UC Users – up to a maximum of 3,000

Quote Summary

Create Quote > Service Listing > Service Configuration > Quote Summary

Quote Summary - 3004169

Export BOM Share Quote

Quote Initiated By : CATALYST	Quote Shared To : -	End Customer : Soccer Champions 205 LAKESIDE CIR FL,SUNRISE 33326 UNITED STATES	Account Number : 201884
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Note, if Tier 1 – the “share” button is not available
If though distribution – the quote must be shared in order to proceed and price accordingly
The BOM will show monthly re-occurring price based on what was purchased

Recurring Charges

	Quantity / Value	Extended APL Price [USD]	Discount P
Powered by Avaya			
Powered by Avaya IP Office			
Total Telephony Users	10	110.60	
Total Unified Communications Users	10	178.80	
Total Recurring Charges		289.40	

Contact Info

+ Add Contact Info

Type	First Name	Last Name	Phone Number	Email Address	Actions
Technical	Cynthia	Becerra	+1-(972) 745-5662	cbecerra@avaya.com	 

- I agree to the [Offer Document](#) and the [Terms of Use](#)
- I will obtain the agreement from my customer for the [Service Description](#)

BACK SAVE

Save Quote - which then generates the QRN – Quote Reference Number

* - Indicates Required Field

Successful Quote Creation

Review the BOM to see Quote Summary to see the Bill of Materials including material codes, list price, net price, medal level discounts, and total price

Create Quote > Service Listing > Service Configuration > Quote Summary

Quote Summary - AUS2463877

Export BOM

Quote AUS2463877 saved successfully.

Quote Initiated By : Demo APM NA Tier 1	Quote Shared To : Demo APM NA Distributor 1	End Customer : Soccer Champions 205 LAKESIDE CIR FL,SUNRISE 33328 UNITED STATES	Account Number : 201093
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Recurring Charges

	Quantity / Value	Extended APL Price [USD]	Discount Percentage	Extended Net Price [USD]
Powered by Avaya				
Powered by Avaya IP Office				
Total Telephony Users	10	92.90		
Total Unified Communications Users	10	210.00		
Total Recurring Charges		302.90		

- ▶ Quote can be used to present to the end customer for RFP / Quoting purposes or to integrate into the Partners quoting tools
- ▶ If special pricing is required – Quote must be submitted to sales for Special Bid / SBA integration
- ▶ After SBA is approved, the SBA Approval Number and reduced pricing will be available on OS Cloud
- ▶ The subscription ordered with this special bid will keep the reduced pricing over the duration of the service contract

Search for an Existing Quote

Dashboard

HOME DASHBOARD

Quotes Accounts Orders

Search for a Quote

Quote Name

Quote Number

EC QRN

Status

--Select--

End Customer

Date Created (mm/dd/yyyy)

CLEAR SEARCH

30 YTD

You can search by Quote Number, EC QRN (Quote Reference Number) End Customer Name, Quote Name, Date Created, or Status (Draft, Active)

Order Summary

Account Summary

Service Fact 90%

Active Draft InActive Completed Held Active

All Quotes Are Valid for 60 Days

General

Export BOM

Quote Initiated By: CATALYST	Order Associated To: CAROUSEL INDUSTRIES OF NOR...	End Customer: Soccer Champions 205 LAKESIDE CIR FL.SUNRISE 33326 UNITED STATES
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Order (Net Price)

Powered by Avaya
Powered by Avaya IP Office

Total Telephony Users	48.70
Total Unified Communications Users	78.70
Total Recurring	127.40
Total OneTime	0.00
Total [USD] (Details)	127.40

Is PO Required? Yes	PO Number* SOCCER	Customer PO Number <input type="text"/>
Duration of PO* 12 Months	Customer Requested Date (mm/dd/yyyy)* 01/14/2016	

Seller

Sold To* --Select--	Sales Area* --Select--
------------------------	---------------------------

Biller & Payer

Billing Address* --Select--	Payer Address* --Select--
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Documents

Fill in the Order information including:

- PO Number (this will be on your invoices)
- Customer Requested Date (set to current date or later – service contract will start 1 day after CRD)
- Seller (Partner) details
- Biller & Payer (Partner) details
- Shipping Address (nothing is shipped)
- Look up/ Create End Customer Ship To
- Attach PO document if required
- Modify Contact information if needed
- Agree to the Offer Definition, and Web Agreements
- Click “Complete Order” button to submit

End Customer Info

Company Name* Soccer Champions	Country* UNITED STATES	Address Line1* 205 LAKESIDE CIR	Address Line2: <input type="text"/>
City/Town/Locality* SUNRISE	State /Province /Territory* FL	Zip/Postal Code* 33326	

Partner Support Info

Name* Vjay	Phone Number: +91 <input type="text"/> 83789 91164 <input type="text"/>	Email Address: vburman@avaya.com	Website: <input type="text"/>
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Contact Info Add Contact Info

Type	First Name	Last Name	Phone Number	Email Address	Actions
Technical	Cynthia	Becerra	+1-(972) 745-5662	cbecerra@avaya.com	

- I agree to the Offer Document and the Terms of Use
- I agree to the Web Agreements
- I will cause authorized resellers to obtain the agreement from their customer for the Service Description
- I will obtain the resellers agreement to Offer Document and the Terms of Use

BACK **RESET** **SAVE ORDER**

COMPLETE ORDER

*. Indicates Required Field

Note: If you encounter a problem, please contact Avaya ITSS support center with the quote, order number and error details.
(Avaya IT Business Partners & e-Business Helpdesk: 1-513-228-8783 | USA: +1 866-Avaya-IT (+1-866-282-9248) | <https://partner-itss.avaya.com>)

Email from One Source Cloud to Partner

Once Service is Ordered

AVAYA



An order has been submitted for Avaya Powered.

Avaya One Source Cloud Order Number : 16686

Order Type : New Connect

Avaya One Source Cloud Customer Account Number: 201102

Contract Terms: 12 Months

Number of Users:

- ▶ Order includes Order Type: New Connect, Change, Disconnect or 30 Day Free Trial
- ▶ Number of users / License Type
- ▶ End Customer Number and Details
- ▶ Purchase Order Number and Buyer / Seller / Payer information
- ▶ You will receive an email every time a change is done (and ordered) for your end customer confirming the change
- ▶ **Please keep for your records**

Managing an Existing Account

Search for End User Account

Company : [Redacted] Welcome, Spicha [Sign Out](#)

AVAYA | Cloud Services DASHBOARD QUOTE SERVICE MANAGEMENT USER ADMINISTRATION

Quotes

Accounts

Orders

7 30 YTD

Date	Quotes	Orders
02/04/2015	10	0
03/04/2015	25	15
04/04/2015	10	15
05/04/2015	0	0

Customer Engagement

Start Working

Answered Calls: 1,582

Abandoned Calls: 190

Active Agents: 43

Active Supervisors: 4

Service Factor: 90%

Search for an Account

End Customer

Account Number

Country

Address

City/Town/Locality

State/Province/Territory

Zip/Postal Code

Order Summary

Account Summary

Administering Services

648635 - UNITED STATES)

Welcome

Services

DASHBOARD

QUOTE

SERVICE MANAGEMENT

USER A

Account Summary

Soccer Champions

205 LAKESIDE CIR
SUNRISE
FL
33328
UNITED STATES

Service ID: 507624

SAP Contract Number: 51165612

Activated(mm/dd
/yyyy): 01/14/2016

Service Duration: 12 Months

Expires(mm/dd/yyyy): 01/13/2017

Powered by Avaya (Active)

Avaya Powered is an IP Office solution that is
hosted and delivered by Partners/Distributors



VIEW LICENSE

SELECT AN ACTION

Change
Disconnect
Renewal

- (1) SAP Contract Number and service start / end date is available
- (2) Reminder that we invoice monthly in arrears
- (3) Details of the SAP service contract or invoices can be seen via Order Status – located as part of our One Source Landing Page
- (4) Invoice delivery is per partners preference or standard process (EDI, Biller Direct, email, or order status)

- (1) Select change desired to change (increase / decrease), disconnect or renew the service
- (2) Increase / decrease will return to the quote summary page in order to perform the action
- (3) Change must be “ordered” in order to perform the change

Service Management

648635 - UNITED STATES)

Welcome

Services

DASHBOARD QUOTE SERVICE MANAGEMENT USER A

Account Summary

Soccer Champions
 205 LAKESIDE CIR
 SUNRISE
 FL
 33326
 UNITED STATES

Service ID: 507624 SAP Contract Number: 51165612 Activated(mm/dd/yyyy): 01/14/2016 Service Duration: 12 Months Expires(mm/dd/yyyy): 01/13/2017	<p>Powered by Avaya (Active)</p> <p>Avaya Powered is an IP Office solution that is hosted and delivered by Partners/Distributors</p> <p>VIEW LICENSE</p>	
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SELECT AN ACTION ▾

- Change
- Disconnect
- Renewal

View License Details

Change Quotes and Orders

- ▶ When selecting “Change” – OS Cloud returns you to the quote page showing existing selections
- ▶ Changes are done at the quote screen, and then saved

Powered by Avaya

PO Duration*

12 Months ▼

Billing Type

Monthly ▼

Deployment Mode*

Private ▼

▼ Powered by Avaya IP Office

Total Telephony Users

50

Total Unified Communications

Users

50

Your Quote (List Price)

Powered by Avaya

Powered by Avaya IP Office

Total Telephony Users	484.50
Total Unified Communications Users	1,050.00

Total Recurring 1,514.50

Total [USD] 1,514.50

- ▶ In this example, there are 50 Telephony and 50 UC users
- ▶ Change is addition of 50 more UC Users – tool will show the Delta / Increase to the active service

Recurring Charges

	Quantity / Value	Extended APL Price [USD]	Discount Percentage	Extended Net Price [USD]
Powered by Avaya				
Powered by Avaya IP Office				
Total Unified Communications Users	50	1,050.00		
Total Recurring Charges		1,050.00		

Executing Change Orders

Create Quote > Service Listing > Service Configuration > Quote Summary > Order Summary

Order Summary (Change Order)

[View Change Summary](#) [Export BOM](#)

General

Quote Initiated By: CATALYST Order Associated To: CAROUSEL INDUSTRIES OF NOR... End Customer: Allen Animal Shelter
1434 KIRKWOOD DR
TX, ALLEN 75002
UNITED STATES

Order (Net Price)
Powered by Avaya
Powered by Avaya IP Office
Total Unified

Change Order Summary

Recurring Charges

	Old Order Details				New Order Details			
	Quantity/Value	Extended APL Price [USD]	Discount	Extended Net Price [USD]	Quantity/Value	Extended APL Price [USD]	Discount	Extended Net Price [USD]
Powered by Avaya		0.00	0.00%	0.00		0.00	0.00%	0.00
Powered by Avaya IP Office								
Total Telephony Users	50	464.50	56.00%	204.50				
Total Unified Communications Users	50	1,050.00	56.00%	462.00	50 ↑	1,050.00	56.00%	462.00
Total Recurring Charges		1,514.50	56.00%	666.50		1,050.00	56.00%	462.00

4020 QUEST WAY STE 114 Distribution Channel - Direct Channel
MEMPHIS Division - Product Division 01
TENNESSEE
38115-5018

- ▶ Changes (Increases / Decreases / Disconnect) are not effective until “ordered”
- ▶ To view the changes – please click on Change Order Summary – it will show the exact delta (increase only / decrease only) based on an existing service
- ▶ In the sample above – user will have a total of 100 UC licenses, once the change (addition of 50 licenses) is ordered
- ▶ The licenses increase / decrease will be available in OSS based on the CRD (Customer Requested Date) selected

Examples of Change Order Calculations

- **Example of Addition of Licenses and Calculation for a 30 day month**
 - (Day 1 to Day 15), 10 Telephony Users, 5 UC Users
 - (Day 16 to Day 30), increased to 12 Telephony Users and 7 UC users
 - Calculation:
 - Monthly user count for Telephony $((10 \times 15) + (12 \times 15)) / 30 = 11 \times$ Telephony User Monthly Price
 - Monthly user count for UC users $((5 \times 15) + (7 \times 15)) / 30 = 6 \times$ UC User Monthly Price

- **Example of Reduction of Licenses and Calculation for a 30 day month**
 - Day 1 to Day 15, 20 Telephony Users, 2 UC users
 - Day 16 to Day 30, decreased to 12 Telephony Users and 1 UC users
 - Calculation:
 - Monthly user count for Telephony Users $((20 \times 15) + (12 \times 15)) / 30 = 16 \times$ Telephony User Monthly Price
 - Monthly user count for UC Users $((2 \times 15) + (1 \times 15)) / 30 = 1.5 \times$ UC User Monthly Price

Disconnecting Services

- ▶ Changes (Increases / Decreases / Disconnect) are not effective until “ordered”
- ▶ To view the changes – please click on Change Order Summary – it will show the exact delta (increase only / decrease only) based on an existing service
- ▶ In the sample above – user will have a total of 100 UC licenses, once the change (addition of 50 licenses) is ordered
- ▶ When Selecting “Disconnect” from the Service Administration Page, the ordering partner will be brought immediately to the order screen
- ▶ The request must be completed to be effective
- ▶ Note, disconnect services can only occur “next day” – or in a future Customer Requested Date
- ▶ Billing will occur on the originally scheduled date

Create Quote > Service Listing > Order Summary

Order Summary (Disconnect Order)

General

Quote Initiated By:	Order Associated To:	End Customer:

Is PO Required? No	PO Number Allen Animal Shelter	Customer PO Number
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Duration of PO* 12 Months	Customer Requested Date (mm/dd/yyyy)*
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Seller

Sold To*

January 2016

Su	Mo	Tu	We	Th	Fr	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23

Order (Net Price)

Powered by Avaya	
Powered by Avaya IP Office	
Total Telephony Users	0.00
Total Unified Communications Users	0.00
Total Recurring	0.00
Total [USD] (Details)	0.00

Documents +

Service Renewals



- Renewals are visible via a Partners Dashboard
- It will show 30, 15 and 1 day expiration time frames (Partner can click on it from the dashboard to action)

- eMails are also sent to remind our Partners of impending renewals
- Note, renewals are easily managed via the Service Administration site
- Pricing may change, depending on time of renewal – as current price will apply
- A new purchase order number can be entered at time of renewal
- A new Service Contract will be available to support billing

Notification trigger	Quoting user (Can be a partner or Distributor)	Ordering user (Tier 1 partner or Distributor only)	Description
30 Days prior to service end	✓	✓	Notification '30' days prior to service end date
15 Days prior to service end	✓	✓	Notification '15' days prior to service end date
1 Day prior to service end	✓	✓	Notification '1' day prior to service end date
End of Service (Auto disconnect)	✓	✓	Notification once service has ended

Powered by Avaya IP Office

- Quoting and Ordering
- Service Administration (Changes, Renewals and Disconnecting Existing Services)
- Demo
- Important Links and Support Information

Links to Additional Information

- Offer Definition
- IP Office 9.1 - <https://sales.avaya.com/en/pss/ip-office-release-9.1-sales-toolkit>
- OSS Deploying document
<https://downloads.avaya.com/css/P8/documents/101018721>
- **One Source Cloud access and OSS password set up:**
 - Avaya IT Business Partners & e-Business Helpdesk: 1-513-228-8783 | USA: +1 866-Avaya-IT (+1-866-282-9248)
| <https://partner-itss.avaya.com>)
 - Please ensure you request *OS Cloud Support* in order to be routed accordingly