

Lucent Technologies
Bell Labs Innovations



Merlin Legend

R6 Enhanced Service Support
Documents

January, 1998

NSAC Merlin Legend Enhanced Service Center Maintenance Support

Purpose	This document describes how maintenance requests for the Merlin Legend Enhanced Service Center Solution will be supported when Tier III assistance is required. The Merlin Legend Enhanced Service Center allows the customer to build the platform they need to implement the total call solution.
Effective Date	This process is effective September 29, 1997. Revised January 15, 1998 to include PEC information.
Customer calls the NSAC 1-800-628-2888	When customers call the National Service Assistance Center (NSAC) on 1-800-628-2888, there will be a prompt for Merlin Legend technical support requests. If the customer selects the Merlin Legend prompt, the call will route to the Merlin Legend support group at the NSAC. The Merlin Legend associate will work with the customer to troubleshoot and attempt to isolate trouble.
Trouble isolated to Enhanced Service Center	If it is determined that the Merlin Legend switch is okay and the trouble may reside in the Merlin Legend Enhanced Service Center, support will be handled by the NSAC Integrated Solution Based Conversant team (SBG). The Merlin Legend associate will transfer the caller to the NSAC Integrated Solution Conversant support, VDN 7981. The Merlin Legend associate will announce the customer and provide the customer IL, customer name and specific trouble as well as details of any testing or diagnostics work. The Merlin Legend associate and IS associate may need to work together to determine if the trouble is software related. If necessary, NSAC Tier III engineer's may be contacted to assist in determining if a technician dispatch is required or if the trouble should be referred to Interactive Northwest Tier III for support and trouble resolution.
NSAC Integrated Solutions Support	Lucent Technologies has entered into an agreement with Interactive Northwest to provide turnkey installation of the Merlin Legend ESC software, Tier III and Tier IV support, in addition to customer training of the ESC software. When a call is received in the NSAC IS group for maintenance support of the Enhanced Service Center, associates will following the normal call handling procedures in place. If it is determined the trouble resides in the Enhanced Service Center Software and Tier III support is required, associates will call Interactive Northwest by dialing 1-808-808-8090. The IS associate will remain on the line with the caller and an Interactive Northwest representative until concurrence is received by both parties to ensure a smooth hand off. Please Note: An ESP Engineer Case will be generated for every trouble referral forwarded to Interactive Northwest. The engineer case will be routed to the Engineer workgroup following establish procedures in place. It is the responsibility of the Integrated Solution Engineer team to monitor all cases referred to Interactive Northwest to ensure the problem is tracked and resolved to the customers satisfaction.

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NSAC Merlin Legend Enhanced Service Center Maintenance Support, Continued

NSAC Tech Help-Me Line 1- 800-552-3293

When a technician calls the NSAC Tech "Help-Me" line and selects the IS Support conversant team, the associate will work with the tech to resolve the trouble. If the trouble cannot be cleared and is ESC software related, the IS associate will build an ESP Engineer case. A conference call should be initiated with the field technician and Interactive Northwest by dialing 1-808-808-8090.

Out of hour support?

If after hours support is needed by either the technician or customer, the out of hours support group will handle business as usual and page the scheduled out of hours duty person. The duty person will work with the technician or customer to resolve the request. If Interactive Northwest support is needed, the duty person will work with the out of hours group to coordinate and set up a three way conference bridge.

Questions ?

Please refer questions regarding this procedure to Dave Sosa on (303) 843-5204, or Gary Harris on (303) 843-5390.

Merlin Legend Enhanced Service Center Support Numbers

Contact List		
Group Name	Reporting Telephone Number	VDN/Tie Line (use the # sign)
NSAC Merlin Legend Support Group (Switch and hardware equipment related)	1-800-628-2888	#7916
NSAC Integrated Solutions Conversant Support Group	1-800-628-2888	#7981
NSAC Merlin Legend Upfront/Engineers (Technician Help-Me Line)	1-800-552-3293	#7923 / 7919
Interactive Northwest Tier III and Tier IV Support Only	1-808-808-8090	

Price Element Codes/Comcodes

The PE Codes listed below will be included in the **LEGENDR5DOSS** Configurator

PEC	DESCRIPTION	COMCODE	QTY	NPL	INSTALL	MAINT.
61516	MERLIN LEGEND ESC 12-Port:		1	\$19,500	\$500	\$180/Mo
	2.5GB Blank Tape	407557073	3			
	Color Monitor	406504571	1			
	Snap-On Ferrite	407616846	4			
	Keyboard	407681907	1			
	UNIXWare Base Software Tape 5P	ED5P91260 G-18	1			
	MAP/5P Tower, 133 MHZ CPU, 2GB	J1P260F1 L-1	1			
	HD, 2GB Td, 1.44 MB FD					
	V6.0 MAP/5P New System Install &	J1P260F1 L-AG	1			
	Maint Document					
	Base System Boot Software	J1P260TH1 L-1	1			
	INTUITY Bkp/Res Util.	J1P260TH1 L-136	1			
	ENH Sft Tech Bkp/Res	J1P260TH1 L-137	1			
	INTUITY UNIX Mang Scn Package	J1P260TH1 L-138	1			
	Oracle for W95, NT, 3.1	108007758	1			
	Data Collection Package	J1P260TH1 L-28	1			
	Veritas Software	J1P260TH1 L-3	1			
	Generic SoftTape	J1P260TH1 L-4	1			
	Configuration Data Package	J1P260TH1 L-5	1			
	Hardware Res	J1P260TH1 L-7	1			
	INTUITY CONVERSANT VIS V6.0	J1P260TH1 L-76	1			
	Set-Update+					
	Tip/Ring Board Driver	J1P260TH1 L-88	1			
	Fea. Test Script Package	J1P260TH1 L-9	1			
	Call Bridge Application Package	J1P260TH1 L-90	1			
	UNIXWare 1.1.2 Enhancement Set	J1P260TH1 L-94	1			
	CA Assy-84000	407265529	1			
	Analog AdapKit 885A	601419666	2			
	IVC6 Card (AYC10)	106406580	2			
	25 Ft. Tel. Cord	103612195	4			
	3 Ft. Tl. Mtg. Cord	ED5P20830 G-16	4			
	BUS Cable	J1P260TH1 L-8	1			
	Analog Switch Interface US	J1P260TH1 L-70	1			
	RMB/Modem	J1P260AA1 L-10	1			
	RMB Software Utilities Boot	107397929	1			
	RMB Utilities	J1P260TH1 L-73	3			
	8-Port Serial Card and Cable	J1P260aa-1 L-34	1			
		[407788439 - Board				
		407789080 - Cable]				
	Terranova Software	107087280	1			
	25-Pin ESF Int. Adapter	407814201	1			
	9-Pin ESC PC Int. Adapter	407814219	1			
	25-Pin ESC PC Int. Adapter	407814227	1			
	DW8 Cord 14 Ft.	103786802	2			
	Passage Direct Connect	407214782	1			
	MERLIN LEGEND ESC Software	407799857	1			\$250/Year
	RMB Integration Software V1.0	J1P260TH1 L-80	1			

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PEC	DESCRIPTION	COMCODE	QTY	NPL	INSTAL	MAINT.
61517	MERLIN LEGEND ESC 18-Port:		1	\$22,500	\$500	\$210/Mo
	2.5GB Blank Tape	407557073	3			
	Color Monitor	406504571	1			
	Snap-On Ferrite	407616846	6			
	Keyboard	407681907	1			
	UNIXWare Base Software Tape 5P	ED5P91260 G-18	1			
	MAP/5P Tower, 133 MHZ CPU, 2GB	J1P260F1 L-1	1			
	HD, 2GB Td, 1.44 MB FD					
	V6.0 MAP/5P New System Install & Maint Document	J1P260F1 L-AG	1			
	Base System Boot Software	J1P260TH1 L-1	1			
	INTUITY Bkp/Res Util.	J1P260TH1 L-136	1			
	ENH Sft Tech Bkp/Res	J1P260TH1 L-137	1			
	INTUITY UNIX Mang Scn Package	J1P260TH1 L-138	1			
	Oracle for W95, NT, 3.1	108007758	1			
	Data Collection Package	J1P260TH1 L-28	1			
	Veritas Software	J1P260TH1 L-3	1			
	Generic SoftTape	J1P260TH1 L-4	1			
	Configuration Data Package	J1P260TH1 L-5	1			
	Hardware Res	J1P260TH1 L-7	1			
	INTUITY CONVERSANT VIS V6.0 Set-Update+	J1P260TH1 L-76	1			
	Tip/Ring Board Driver	J1P260TH1 L-88	1			
	Fea. Test Script Package	J1P260TH1 L-9	1			
	Call Bridge Application Package	J1P260TH1 L-90	1			
	UNIXWare 1.1.2 Enhancement Set	J1P260TH1 L-94	1			
	CA Assy-84000	407265529	1			
	Analog AdapKit 885A	601419666	3			
	IVC6 Card (AYC10)	106406580	3			
	25 Ft. Tel. Cord	103612195	4			
	3 Ft. Tl. Mtg. Cord	ED5P20830 G-16	6			
	BUS Cable	J1P260TH1 L-8	1			
	Analog Switch Interface US	J1P260TH1 L-70	1			
	RMB/Modem	J1P260AA1 L-10	1			
	RMB Software Utilities Boot	107397929	1			
	RMB Utilities	J1P260TH1 L-73	3			
	8-Port Serial Card and Cable	J1P260aa-1 L-34	1			
		[407788439 - Board 407789080 - Cable]				
	Terranova Software	107087280	1			
	25-Pin ESF Int. Adapter	407814201	1			
	9-Pin ESC PC Int. Adapter	407814219	1			
	25-Pin ESC PC Int. Adapter	407814227	1			
	DW8 Cord 14 Ft.	103786802	2			
	Passage Direct Connect	407214782	1			
	MERLIN LEGEND ESC Software	407799857	1			\$250/Year
	RMB Integration Software V1.0	J1P260TH1 L-80	1			

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OPTIONAL MERLIN LEGEND ESC EQUIPMENT

PEC	DESCRIPTION	COMCODE	QTY	NPL	INSTALL	MAINT.
61522	Additional Supervisor Terminal Terranova Software and 3 Cables	107087280 407814201 407814219 407814227	1	\$395	N/A	N/A
61522A	Same as 61522	Same	1	\$450	N/A	N/A
4200-570	Printer & Cable	406637314	1	\$499	\$50	\$8.85/Mo
5340-WB4	Wallboard *	407753243	1	\$850	\$59	\$15/Mo
5340-WB4A	Wallboard	407753243	1	\$978	\$68	\$15/Mo
5340-KIT	Wallboard Master Kit	407679174	1	\$210	\$20	\$4.00/Mo
5340-KITA	Wallboard Master Kit	407679174	1	\$231	\$23	\$4.00/Mo
5340-SKT	Wallboard Standalone (Within 50 Ft.)	407743525	1	\$150	\$20	\$4.00/Mo
5340-SKTA	Wallboard Standalone (Within 50 Ft)	407743525	1	\$173	\$23	\$4.00/Mo
5332-905	Wireless Keyboard for Wallboard	407245513	1	\$79	N/A	\$1.00/Mo
5332-905A	Wireless Keyboard for Wallboard	407245513	1	\$95	N/A	\$1.00/Mo
61518	Right-to-Use Wallboard Software	407799782	1	\$1000	N/A	N/A
61518A	Right-to-Use Wallboard Software	407799782	1	\$1500	N/A	N/A
61519	<i>Mandatory Turnkey Installation</i>	407799808	1	\$3500	N/A	N/A
61520	<i>Incremental 1 Day Training, or Expedite</i>	407799790	1	\$1500	N/A	N/A
61521	<i>Incremental 2 Days Training, or Expedite</i>	407799816	1	\$3000	N/A	N/A
61534***	Software RTU from 4 up to 12 Queues	407885714	1	\$1250	N/A	N/A
61534A***	Software RTU from 4 up to 12 Queues	407885714	1	\$1500	N/A	N/A
61535***	Software RTU from 4 up to 30 Queues	407885648	1	\$3000	N/A	N/A
61535A***	Software RTU from 4 up to 30 Queues	407885648	1	\$3500	N/A	N/A
61536A***	Software RTU from 12 up to 30 Queues	407885706	1	\$3000	N/A	N/A
61531	<i>2nd Year Maintenance</i>	407857697	1	N/A	N/A	\$750**
61532	<i>2nd - 3rd Years Maintenance</i>	407857689	1	N/A	N/A	\$1500**
61533	<i>2nd - 4th Years Maintenance</i>	407857705	1	N/A	N/A	\$2000**

* Wallboard also known as “Readerboard”.

** These PEC’s are only orderable prepaid. These are a one-time fee for the period indicated.

*** The maximum discount available on these PEC’s is 24%.

PEC’s in Italics indicate they CANNOT be discounted.

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Document Name	Location/Document #	Issue Date
MERLIN LEGEND R6.0 Offer Definition	IntraWorks (http://www.bcs.lucent.com/sales_market/legend/)	Feb. 9, 1998
MERLIN LEGEND R6.0 - PP&S Solution Delivery Support Plan	IntraWorks (http://www.bcs.lucent.com/solution/support_plans/#Merlin)	Feb. 9, 1998
MERLIN LEGEND R6.0 Networking Solution Delivery Process Guidelines (Project Management Guidelines)	IntraWorks (http://www.bcs.lucent.com/solution/)	Feb. 9, 1998
Merlin Legend R6 Networking to Definity Technical Support Organization Support Plan	IntraWorks (http://www.bcs.lucent.com/tech_info/tso or http://nsac1.bcs.lucent.com)	Feb. 9, 1998
Network Design Engineer Forms	Techni-fax 1-888-297-4700, press prompt #8 then Prompt 8 and request document: E1154 - Document 1278 Merlin Legend DIG - Document 1328 Definity DIG - Document 1318 OR from IntraWorks, the URL = http://www.bcs.lucent.com/tech_info/sdsc	Jan. 26, 1998
Merlin Legend R6 Network Sales Tool	Techni-fax 1-888-297-4700 press prompt #8 then Prompt 8 document # 1498	Feb. 9, 1998
MLR6.0 Offer Announcement	IntraWorks (http://www.bcs.lucent.com/sales_market/oa/#MERLIN_LEGEND)	Feb. 9, 1998
BTV - Training Tape and Presenters Guide from the 12/9 and 12/11 Sessions (One (1) tape and presenters guide will contain both the Sales and Services presentations).	(1) From a fax machine, please call 303-488-5290 (2) Choose Menu # 5, Access Code 427 (3) Choose Document # 109 (4) Complete order form and return to Training and Education (5) Material will be shipped after 1/26/98	Jan. 26, 1998
Sales Brochures ■ Merlin Legend Advanced Solutions (Pocketfolder) ■ Merlin Legend System Features and Functionality (this will also be shipped with the Pocketfolder whenever an order for the pocketfolder is placed) ■ Merlin Legend Basic Service Center Solution - Merlin Legend Networking Solution	1-800-225-0907 LT-SB0414 LT-SB0223-01 LT-SB0319-01 LT-SB0413	Feb. 9, 1997