



Messaging and Unified Communication Switch Integration Certification Process

Avaya™ offers an extensive variety of Messaging and Unified Communication solutions that can provide valuable feature-rich business solutions that promote rapid customer response and enhanced productivity, and are designed to function in diversified business environments.

Avaya has designed products to integrate with a wide variety of Avaya and non-Avaya communication systems. The introduction of new products will include certain “Released” switch integrations. Other integrations may be in “Draft” status and some may not be included at all. In order for Avaya to provide high quality functionality, and ease of installation, Avaya requires that new integrations follow a controlled introduction “Certification” process, in order to become “Released”. The Certification Process detailed here explains how to request new integrations for “Draft” status consideration, as well as how to participate in the certification of a “Draft” integration – targeting a “Released” status for that integration.

To determine if the integration is “Released” or in “Draft” Status on Avaya Messaging Systems, please view <http://support.avaya.com>, select your product and select Configuration Notes.

If the particular integration type is not listed or is listed as “Draft” in the configuration notes master list, follow the process detailed in this document to determine if the integration can be supported through the Controlled Introduction (CI) process. **Please note that Avaya does not support the CI process for SPARK trials.**

Once an integration has “Draft” status, participation in this process provides customers with remote technical support from Avaya, in a scheduled manner, through each step of the integration process. Avaya Global Technical Services (“GTS”) support will be provided at no additional cost during Regular Business Hours through the CI process. Regular Business Hours are region specific based on the location of the CI as follows:

US 9:00am to 5:00pm MST

EMEA 9am to 6pm CET (UK 9am to 5:30pm)

CALA 8am to 5pm CST

APAC 9am to 6pm (Australia 7:30am to 6pm)

If support is requested outside of Regular Business Hours, support will be BILLABLE on a time and materials basis. **If support is requested on an integration that is not Released, and has not followed the Controlled Introduction (CI) process (pre-scheduled and open ticket created BEFORE install) support will be BILLABLE.**

During the installation it is required that a certified Avaya technician or certified Avaya Business Partner is on-site to do the install and if the integration is with a non-Avaya PBX, a certified PBX technician is available on site. Avaya is not responsible for any charges associated with the non-Avaya PBX technical support.

To optimize feature/functionality capability on each integration type, Avaya requires a minimum of 1-3* seamless CI integrations using the “Draft” configuration notes for validation to release each integration type. We are unable to give a timeframe for CI completion due to the level of complexities with different integrations.

Certification Process:

1. BEFORE making a sale of an Avaya Messaging product, determine if the intended integration is "Released". Go to <http://support.avaya.com> then click on the product name and then on Configuration Notes. Review the configuration notes master list.

Note: Non-Released integrations will NOT be eligible for support from RTS unless the CI process is followed. Issues on non-certified integrations will be re-directed back through the Controlled Introduction process. If support is required on a non-released integration that has NOT followed the SWINS CI Process, T&M charges will apply. If an Avaya technician is needed on site, travel expenses may also apply.

2. If a sales opportunity exists on an integration that is not listed as "Released" or "Draft", follow step 3 below. If a sales opportunity exists on a "Draft" integration, follow step 4 below. Avaya will make a determination whether this integration can be certified through the CI process before proceeding through process.
3. Complete a New Integration Questionnaire (Attachment A) and return to the Avaya Messaging UC team at msgrequest@avaya.com. Consideration for a new integration will be managed through the product planning process.
4. Complete a Draft Integration Questionnaire (Attachment B) and return to the Avaya Integration Support team at integsupport@avaya.com.
5. Once the Avaya Integration Support team has advised that the requested integration can be supported through the CI process, the Sales team may advise the customer that this integration must be tested through the CI process. Obtain customer signature on Integration Agreement Letter (Attachment C) and email to integsupport@avaya.com.
6. The Avaya Integration Support team will schedule a Pre-Installation CI meeting to define configuration requirements and align integration support resources. The Avaya Integration Support team will provide DRAFT configuration note.
7. Once the system is registered, email Sold To # to integsupport@avaya.com. The Avaya Integration Support team will open ticket and provide ticket # for support reference. As noted above, support will be provided during Regular Business Hours at no additional charge. Any support provided outside of Regular Business Hours is billable.
8. Schedule installation 2 weeks in advance and email installation date to integsupport@avaya.com.
9. Ensure that a certified Avaya technician will be onsite. If the integration is being done on a non-Avaya PBX, a certified PBX technician MUST be available on site during the integration.
10. During installation, follow DRAFT configuration note and if assistance is needed, contact RTS, reference open ticket.
11. When installation has been completed, email integsupport@avaya.com of success or of any changes that had to be made to complete installation successfully, so that certification of integration can be completed.

* Dependent on **AVAYA** product.

ATTACHMENT A

PBX Interface/Integration Questionnaire for New Integrations

The Integration Questionnaire is required to consider new integrations and must be completed through your technical resource. The purpose of the questionnaire is to collect information about the PBX capabilities, power requirements, tone cadences and country specific constraints.

1. Messaging Product: _____ Release _____
2. PBX/Switch Name _____ Model _____ Software _____
3. Does your PBX/switch currently support any voice mail? How?
4. Can your PBX/switch send DTMF tones to analog extension sets?
5. Does your PBX/switch support ground start, loop start and or E&M trunks?
6. Does your PBX/switch allow a station to divert to a trunk group?
7. Is there any special software required to call forward (divert) over trunks? What is it?
8. Are there any special class of service options required to forward (divert) over trunks? What are they?
9. Is special software required to transfer a call? What is it?
10. Is return to operator supported over trunks (i.e. Flash or recall a trunk)?
11. Does your PBX/switch support any form of message notification? What?
12. How is message waiting turned on? With analog extension sets? What are the feature codes to activate?
13. How is message waiting turned off?
14. What are the limitations of message waiting?
15. How many stations can activate message waiting?
16. Does it use the same port to activate and deactivate message waiting?
17. Can subscribers deactivate message waiting?
18. Is special software required to allow message waiting? Release number?
19. Does your PBX/switch have any unique configuration requirements?
20. What about special COS (class of service) for trunk access?
21. Can subscribers forward to a hunt group pilot number? Can the pilot number be forwarded elsewhere?
22. Can members of hunt groups set message waiting?
23. Can the attendant console control forwarding of a number?
24. Do feature phones and attendant console pass DTMF tones on an analog extension connection?
25. Does the PBX support A-law, U-law or both? What is the preferred method?
26. Detection of call progression tones during any form of outcalling:

Note: Complete this section only if the platform is sold to an international country.

Specify On-PBX/switch dial tone: name, frequency, cadence, amplitude with tolerances

Specify Off-PBX/switch dial tone: name, frequency, cadence, amplitude with tolerances.

Specify On-PBX/switch busy tone: name, frequency, cadence, amplitude with tolerances.

Specify Off-PBX/switch busy tone: name, frequency, cadence, amplitude with tolerances.

Specify On-PBX/switch congestion tone: name, frequency, cadence, amplitude with tolerances.

Specify Off-PBX/switch congestion tone: name, frequency, cadence, amplitude with tolerances.

Specify On-PBX/switch ring back tone: name, frequency, cadence, amplitude with tolerances.

Specify Off-PBX/switch ring back tone: name, frequency, cadence, amplitude with tolerances.

Specify On-PBX/switch disconnect tone: name, frequency, cadence, amplitude with tolerances.

Specify Off-PBX/switch disconnect tone: name, frequency, cadence, amplitude with tolerances.

27. Does the PBX have multi-location or network software? If yes, what is this feature called?

28. Transfer feature:

Define timing/approach for 2-wire analog extension transfers

Define timing/approach for E&M transfers if possible

29. What are the power requirements of the PBX/Switch if not in the USA?

Requestor Information:

Name: _____ Company: _____

Phone number: _____ Email: _____

Customer Information:

Name: _____ Company: _____

Phone number: _____ Email: _____

Industry: _____ # of Employees: _____

Current Msg / UC products/versions: _____

Switch Integration / Type: _____

E-mail Storage: _____

Account Opportunity:

Incremental Msg / UC revenue: Year 1 _____; Year 2 _____ Year 3 _____

Msg / UC services related revenue: Year 1 _____; Year 2 _____ Year 3 _____

Total Value if part of larger Avaya Sale: Year 1 _____; Year 2 _____ Year 3 _____

Additional Comments: _____

Please return this completed questionnaire to **AVAYA** at msgrequest@avaya.com

ATTACHMENT B

PBX Controlled Introduction Questionnaire for Draft Configuration Notes

The Controlled Integration (CI) Questionnaire is required to consider draft integrations. The purpose of the questionnaire is to collect information about the opportunity to determine if can be supported.

1. Messaging Product: _____ Release _____
2. PBX/Switch Name: _____ Model _____ Software _____
3. Customer Name: _____
4. Size of deployment: _____
5. Is this for a stand-alone PBX or networked to other PBX within the customer's environment

Requestor Information

Name: _____

Company: _____

Phone number: _____

Email: _____

Additional Comments: _____

Please return this completed questionnaire to **AVAYA** at integsupport@avaya.com



[Insert your Avaya address]
123 Main Street
Mail stop: xx-xxx
City, ST 12345
408.555.1212 voice/fax
408.555.1234 mobile
email@avaya.com

Attachment C

[Inside Address]

[Date must be at least one day later than the sales agreement]

Re: Integration of [insert PBX make and model] with Avaya [insert Make & Model of Messaging or UCC Product]

Dear [Addressee]:

AVAYA Inc. ("Avaya") offers integration services and products that connect Avaya Messaging or UCC products with many different types of PBXs. Avaya endeavors to provide integration services and products that allow the customer to take advantage of the important features and functions of the Avaya Messaging products. Since there are many different PBX models available, there are some PBX products that have been integrated with Avaya Messaging products only in the Avaya lab environment, and that have not yet completed full field validation at customer sites. Therefore, until that step is complete, Avaya cannot be certain that such non-field tested integrations will be successful.

The Customer set forth below, has asked Avaya and/or the BusinessPartner indicated below, to integrate its [PBX Make and Model] with the Avaya [Make and Model Messaging or UCC Product] via [Integration Type] (the "Integration"). Based upon Avaya's prior lab tests with this configuration, Avaya is reasonably confident that this Integration can be implemented successfully. To date, however, this specific Integration has not completed full field validation at customer sites as part of the Controlled Introduction ("CI") process.

This letter will serve to confirm our mutual understanding and agreement that:

- The Integration the Customer has requested has not yet been field validated with these particular messaging products, and Avaya cannot guarantee or warrant that it will be successful.
- Avaya Global Technical Services ("GTS") support during Regular Business Hours through the CI process, will not be billable ("Regular Business Hours"). If Avaya support is required outside of Regular Business Hours, it will be billable, on a time and materials basis. Regular Business Hours are region specific based on the location of the CI as follows:
 - US 9:00am to 5:00pm MST
 - EMEA 9am to 6pm CET (UK 9am to 5:30pm)
 - CALA 8am to 5pm CST
 - APAC 9am to 6pm (Australia 7:30am to 6pm)
- If the Integration is being done on a non-Avaya PBX, it is the Customer's responsibility to coordinate the availability of a certified PBX technician for onsite support in order to validate the PBX settings. Avaya and/or the BusinessPartner is not responsible for any charges associated with the non-Avaya PBX resource.

- If the Integration is not successful, the Customer agrees that it may be responsible for the installation/implementation charges associated with the Integration as well as for restocking fees for returned for non-Messaging/UCC equipment (i.e., if the voice server does not satisfy any acceptance or “In-Service” criteria set forth in the Customer’s purchase and license agreement upon installation).
- If the Integration is successful, the Customer agrees to pay for all products and services ordered under its purchase and license agreement in addition to the installation and/or implementation charges associated with the Integration.

Sincerely,

[Insert name of signatory]

I have read and agree to the conditions set forth in this letter, and I have the authority to countersign this letter on behalf of my company.

CUSTOMER: [Insert Name]

BUSINESSPARTNER: [Insert Name]

(Signature)

(Signature)

(Typed or Printed Name)

(Typed or Printed Name)

(Title)

(Title)

(Date)

(Date)