



UCS Switch Integration Certification Process – International

Avaya offers an extensive variety of Unified Communications Systems 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 our products to integrate with a wide variety of Avaya and non-Avaya communication systems. As new products are introduced, there may be integrations that have not been certified outside of our labs. In order for Avaya to provide high quality functionality, and ease of installation, Avaya requires that these new integrations follow a “certification” process, in order to become “GA Certified”. Participation in this process provides customers with technical support from Avaya, in a scheduled manner, through each step of the integration process. Support will be provided at no additional cost during the hours of 9:00am to 5:00pm (“Regular Business Hours”). 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 GA Certified, and has not gone through 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 Controlled Introduction (CI) integrations using the DRAFT Configuration notes for validation to release each integration type as GA Certified. We are unable to give a timeframe for CI completion due to the level of complexities with different integrations.

To determine if an integration is GA certified or in DRAFT Status on Avaya UC Systems, please view the Avaya UCS Integration Matrix located at the beginning of the configuration notes list. If the opportunity exists to integrate an Avaya Unified Communications System that is in “DRAFT status”, please follow this CI process to provide Avaya the ability to certify each integration in a timely manner.

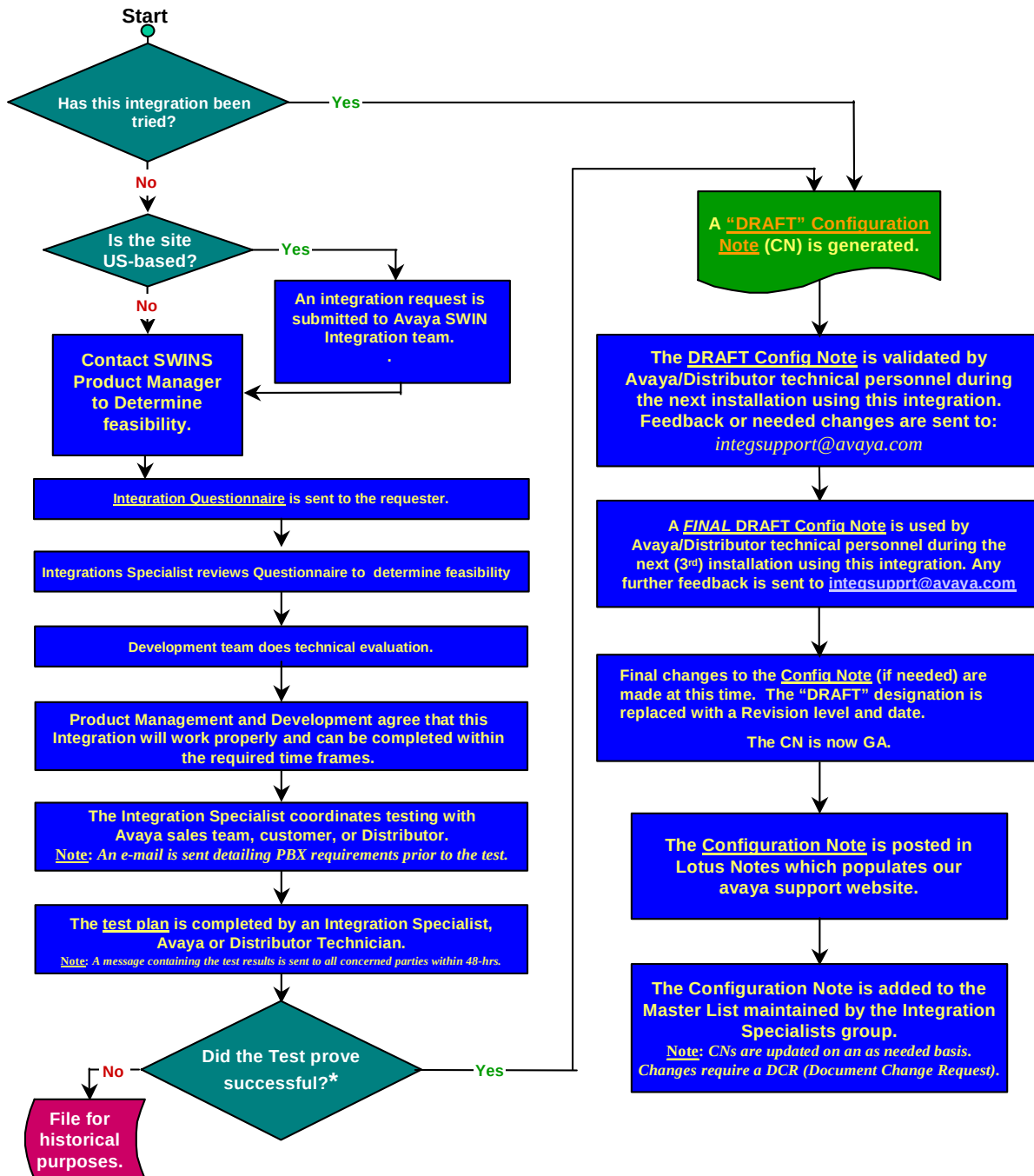
Certification Process:

- 1) When considering a sale of an Avaya UCS product, determine if the intended integration is **GA Certified**. Go to <http://support.avaya.com> then click on ‘Messaging’ and then the product name. Review the **Avaya UCS Integration Matrix** under configuration notes. Note: Non-GA integrations will NOT be eligible for support unless the CI process is followed. Issues on non-certified integrations will be re-directed back through the CI process.

- 2) If a sales opportunity exists on a “DRAFT” integration, follow the steps below. If a sales opportunity exists on an integration that is not listed as GA or DRAFT, follow step number 3 & 4. Avaya will make a determination on whether this integration can be certified through the CI process before proceeding through process.
- 3) Notify the Avaya UCS SWINs integration team of the integration type requested, at integsupport@avaya.com
- 4) Complete an Integration Questionnaire (attachment A) and return to Avaya.
- 5) Advise the customer that this integration must be tested, through the CI process. Obtain customer signature on Integration Agreement Letter (attachment B).
- 6) Avaya will schedule a Pre-Installation CI meeting to define configuration requirements and align integration support resources. Avaya will provide DRAFT config note.
- 7) Once system is registered, provide Sold To # janetsutton@avaya.com . The CoE will open a ticket, prior to installation, that should be referenced if support is needed during installation. 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, provide installation date to janetsutton@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 config note and if assistance is needed, contact ITAC.
- 11) When installation has been completed, advise Janet Sutton, janetsutton@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.

Controlled Integration Process Flow Chart



** Even if the test proves successful, there may be some features/functionality that will not function. This information is documented in the Configuration Note.*

ATTACHMENT A

PBX Interface/Integration Questionnaire

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

25. 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.

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

27. Transfer feature:

Define timing/approach for 2-wire analog extension transfers

Define timing/approach for E&M transfers if possible

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

Additional Comments: _____

Please return this completed questionnaire to:

AVAYA Communication
1001 Murphy Ranch Road
Milpitas Ca. 95035-7912
integsupport@avaya.com M/S C1-2 L650

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

[Inside Address]

Re: Integration of [insert PBX make and model] with [insert Voice Server model]

Dear [Addressee]:

AVAYA Inc. offers integration services and products that connect our Message Server Products with many different types of PBXs. We go to great length to help ensure that our integration services and products allow you to take advantage of the important features and functions of your Message Server. There are some PBX products, however, that we have not previously connected to our Message Servers, and we cannot be certain that such integrations will be successful. You have asked us to integrate your [PBX Make and Model] with the [Make and Model Voice Server] Message Server (the "Integration"). While we are reasonably confident that this Integration can be implemented successfully, to date this specific Integration has not been previously undertaken or has not yet been proven to work as expected.

This letter will serve to confirm our mutual understanding that the Integration you have requested is unproven, and AVAYA Inc. cannot guarantee that it will be successful. Support provided during the regular business hours of 9:00am to 5:00pm through the CI process will not be billable ("Regular Business Hours"). If support is required outside of Regular Business Hours, it will be billable, on a time and materials basis. Installation fees for the voice server will still apply if the Integration is not successful (i.e., the voice server will not satisfy any acceptance or "In-Service" criteria set forth in your purchase and license agreement upon installation). You agree that you will remain obligated to pay any charges for installation services and restocking fees for returned equipment, ordered under your purchase and license agreement with Avaya, even if the Integration is not successful. If the Integration is successful, you agree to pay for all products and services ordered under your purchase and license agreement, including the fees associated with the Integration and installation of the Message Server.

If you agree to the terms of this letter, please countersign and return a copy of this letter to me at the above address.

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.

[Print name and title of customer representative]

Date Signed

ATTACHMENT B