AVAYA GLOBAL SUPPORT SERVICE

Your Support Welcome Guide



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International Avaya Users Group (IAUG)

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A Big Welcome from Avaya Global Support Services

Helping keep your communications environment – and your business – thriving

Thank you for your business. We are looking forward to supporting your needs.

At Avaya, we know that effective communications solutions are critical to the success of your business. That's why we're committed to providing exceptional support coverage that maximizes your Avaya solution reliability and uptime.

Your Avaya support coverage gives you access to unrivalled specialist expertise, along with a wealth of tools and knowledge to help you manage and optimize your Avaya environment.

In this guide, you will find everything you need to get maximum benefit from your support coverage – superior, fast, powerful, and seamless support through our rich multimedia Avaya Support Website **from your desktop or your mobile device.** We hope that you will enjoy the benefits of your support experience. On behalf of everyone here at Avaya, we look forward to delivering a superior experience and your continued business.

Avaya Global Support Services



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Your Support Services

By purchasing Avaya support coverage, you have made a critical investment in the success of your business. After all, your communications solution plays a vital role every day in keeping your employees productive and your customers happy. Now you have the peace of mind that comes from knowing that we have you covered.

Your Avaya support coverage isn't just about us always being there to keep you up and running. It's also about the valuable resources we provide for more proactive, efficient system management and maintenance. We've created this guide to highlight key services and tools included in your in your support coverage, provide you with easy-access instructions for using them, and direct you to additional information and resources.

In short, this guide is intended to get you up and running from day one and help you get the most out of your coverage with us.

An overview of the Avaya key support deliverables are listed below, but may not apply to your specific coverage. Should you require specific detailed entitlements please refer to your contract, services agreement supplement or contact your account manager.

Access	24x7 access to the fast, powerful and seamless Avaya Support Website
Remote	24x7 access to engineers via live Web Chat, Web Talk, and Web Video
Parts	Replacement parts delivery
Onsite	Technical support engineer onsite
Software	24x7 access to software upgrades, updates, fixes, and security advisories

Renewing your support coverage

Avaya or your Avaya Authorized Partner will proactively contact you approximately 90 days prior to your term end date. If you have any questions around this process, additional or future requirements please contact your Avaya account manager or your Avaya Authorized Partner. Allowing your support coverage to lapse puts your IT solutions and business at risk and could result in reinstatement fees to regain coverage.

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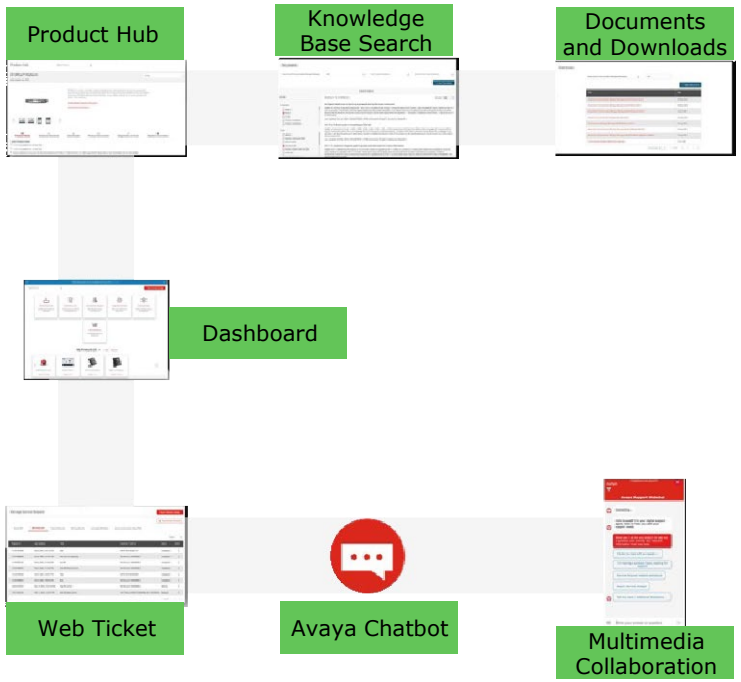
Getting Started

The key to unlocking the true value from your support experience with Avaya is getting access to the full capabilities on the Avaya Support Website located at support.avaya.com.

Access

You will need a Single-Sign-On (SSO) login to access the full features and functionality of the Avaya Support Website

+ Get started here
+ SSO Registration
+ SSO Profile Management



Getting Help

The quickest and easiest way to get resolution to your questions is to use one of the many resources available at the Avaya Support Website.

Over 70% of support requests can be resolved directly by customers using resources on the Avaya Support Website."

Seamless transition to web agents and web ticket creation if you can't find a resolution."

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Getting Started

When raising a support request you will need to choose the appropriate severity level.

Business Severity Classifications

Non-Service Impact	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.
Business Impact	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.
Severe Business Impact	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 **NOTE:** requires customer to commit to a 24x7 resource (if so entitled, or 8x5 if not) until restoration/workaround
Outage	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

Critical Outages

If you have a critical outage you can use the Report Service Outage button to access expedited support 24x7 to restore service

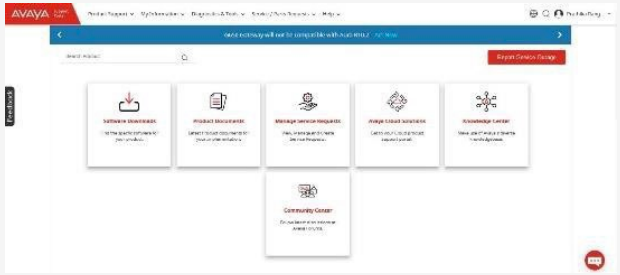
Report Service Outage

Over 90% of customers with a critical outage are restored in <2hrs."

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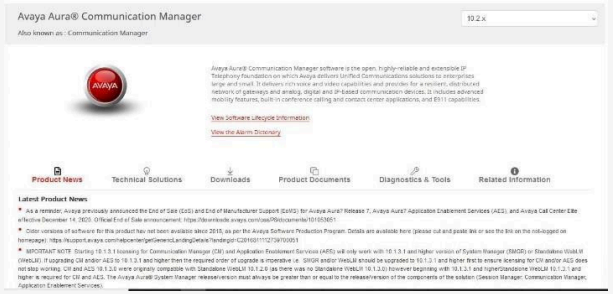
Making the Most of Your Support Coverage



Avaya Support Dashboard

Your personalized "Dashboard" contains relevant information associated with your account as well as any products that you set up in the My Products section. Your Dashboard will be the first page you see once you have logged onto the Avaya Support Website.

- Key Features of the Dashboard include:
- Link to Avaya Support Web Chat with Live Agents
- Report Service Outage button
- Announcements
- My Products
- Your Recent Open Service Requests
- Your Closed Service Requests
- Pending Returns for Parts Replacement requests



Support by Product – Product-specific Support

Your "Product Hub" page dramatically surfaces the most relevant and recent information about your product. Information Tabs provide:

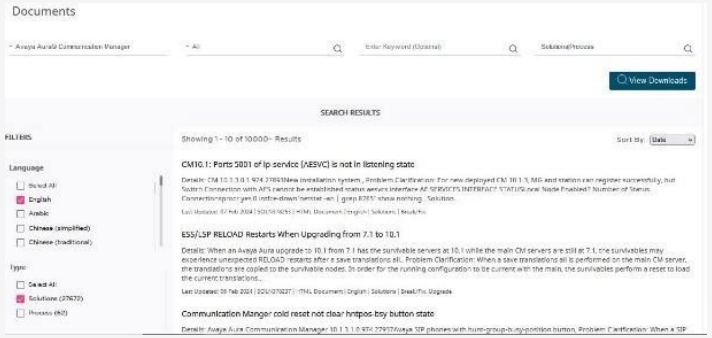
- Product name, aliases, photos and descriptions
- Latest Product News
- Software Lifecycle Information
- Most frequently used Knowledge-based Solutions, Recommended Solutions and Alarm Solutions
- Latest Downloads and Release Notes
- Latest Product Documents and Latest Support, Service and Product Correction Notices
- Avaya Diagnostics & Tools
- Related Products, Support Forums, Certification information & more

If the information you are seeking isn't there, you can either:

- Chatbot – the Avaya virtual agent
- Review the Avaya Diagnostics & Tools for a troubleshooting tool that may apply
- Open a Web Service ticket

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Making the Most of Your Support Coverage

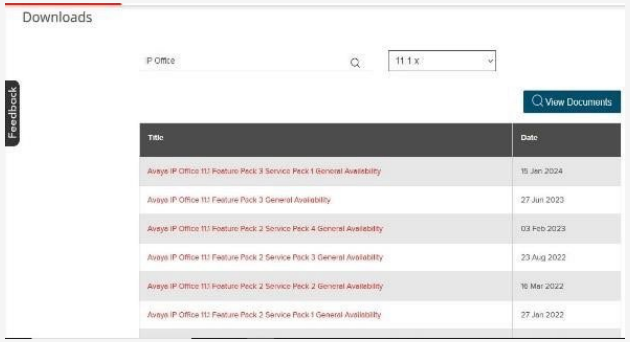


Knowledge Base

The powerful multimedia Avaya Knowledge base contains solutions, knowledge articles, technical tips, “how to” videos, downloads and much more.

The knowledge base is available 24x7 and is continually updated with new content being published immediately as it becomes available.

How to find Knowledge articles



Documents & Downloads Sections

The documents and Downloads sections will streamline your search and provide you with the information that you need. Access these sections as sub-menus under Support by Product in the top navigation menu, or select the Downloads or Product Document tabs under Support by Product – Product-specific Support or from your selected product on the My Products bar.

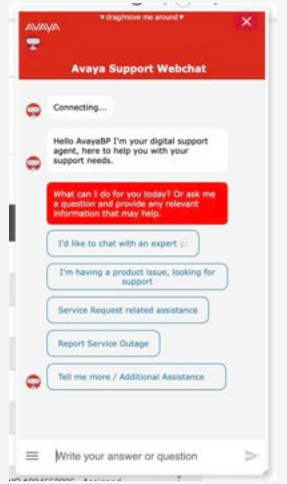
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Making the Most of Your Support Coverage

Avaya Webchat Support

The Chabot quickly guides diagnostic and problem-resolution searches and provides links and information to other Avaya Support Website features and resources. Ava continually gathers background information for a seamless transition to a service request in case the issue is not a known problem and you need to initiate contact with a live agent. This can all be accomplished in less than 60 seconds via Web Chat without ever leaving the support site environment or having to repeat information. This results in a faster time to resolution.



Omnichannel Collaboration

A true Omnichannel experience helps to resolve your issues with seamless transition from the Avaya virtual agent to our Avaya support engineers via Web Chat.

This provides true solution level support through multiple engineers engaging you in a single Web Chat should your request be more complex.

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Making the Most of Your Support Coverage

Service Request

1.Select **Service/Parts Requests** from the main page navigation bar and click the option for **Service Requests->Manage Service Request** to see your existing list of SRs or click the option for **Create Service Request.**

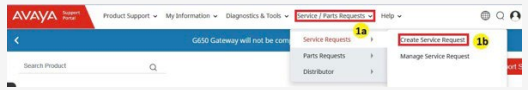
2.The **Report Service Outage** button is available from the Dashboard or Manage Service Request page to enable fastest routing to emergency response.

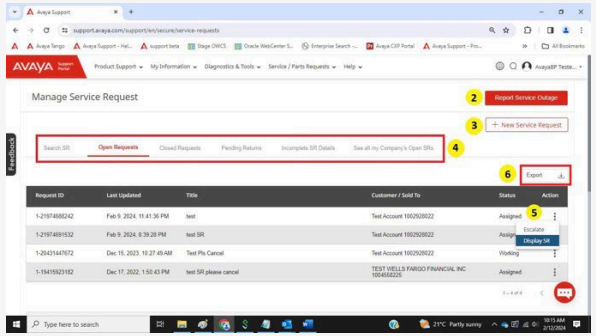
3.The **New Service Request** button will prompt you to select a Product and type a brief description of the issue. You may reference suggested documentation which may resolve the issue or move forward to open an SR. Identify the Sold-To or Serial Number, or if you don't know either, you can also select other starting points to find your asset, such as Location, Phone Number, Nortel Site ID, or Asset Nickname. Then complete and submit.

4. Data Tabs such as **Search SR or See all my Company's Open SRs** allow you to quickly find specific SRs or see a comprehensive list of all SRs; **Advanced Filter** enables filters which can customize an SR view according to selected criteria.

5. Search results will be displayed and can be sorted by any column header. Clicking on the 3 dots and selecting **Display SR** will open the Service Request allowing you to view SR details or you can choose to **Escalate.**

6. You can **Export** SRs to your desktop.





Service/Parts Requests Menu Options and when to use each selection

Creating and Managing Service Requests

Service requests alert notifications

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Escalate

What is the Management Engagement Activity (MEA) Process?

The Management Engagement Activity (MEA) Process provides a means to engage our management team to help manage your open service request issue with the appropriate technical resources and the proper sense of urgency.

An MEA can be quickly and easily created from the Avaya Support Website or the Avaya Support App.

1.Access the open Service Request or click on 3 dots under Action column of the SR

2.Click the Escalate button

3. Complete the fields labelled Reason, Circumstances, Business Impact, and Person to be Contacted

4. Click SUBMIT

What to expect when an MEA is created on your open Service Request (SR):

1.The MEA will be assigned to your SR owner's Manager, or backup Manager(s) if unavailable.

2.The assigned Manager will contact the MEA requestor. Our objective is to respond in 1 hour or less to address the issue. You have the ability to re-escalate after 60 minutes if needed.



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Subscribe for Notifications

Stay Informed of any type of general and product notifications and Service Request Alerts.

E-Notifications

Avaya E-Notifications is an application that will allow you to subscribe to receive e-mail notifications when documents or downloads are added or changed on the Avaya Support Website.
You can subscribe to be notified for specific types of content across all Avaya products (General Notifications), or for specific types of content by product and release (Product Notifications).

How to find Knowledge articles

Service Request Alerts

Service Request Alerts keep you up-to-date on the steps that have been taken to resolve your issue – you won't need to spend time calling in for updates. Keep informed on your service requests with our proactive e-mail or SMS text notifications.

Sign up online and you can determine who receives alerts, what type of updates they should receive and the hours during which notifications should be sent.

Service requests alert notifications "how to set-up Service Request alerts"

Summary of Resources

- Avaya Support Forums
- Avaya Diagnostics & Tools
- Global Registration Tool (GRT)
- Avaya Support Website Overviews and Videos
  - Chat Support
  - Single Sign-On (SSO) Account Management Overview
- Support site help page



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Get Connected and Monitored

Avaya is committed to delivering our clients a proactive support experience. While we will always be here for our clients when an Avaya solution has an issue, we strive to detect those issues and resolve them before our clients are aware of the problems themselves. In order to deliver this level of support, we require remote connectivity via Avaya Secure Access Link (SAL) to those Avaya products. Not only does this allow Avaya engineers to remotely connect to those systems and run diagnostics, it allows those products to send alarms to Avaya to be resolved.

Take the following 4 key steps:

1. Deploy one or more Secure Access Link (SAL) Gateways on your premise yourself, through Avaya Professional Services, or using an Authorized Business Partner.

2. Validate that your deployed SAL Gateways are pointed to the appropriate servers.

3. Validate that all eligible devices (CM, AES, Session Manager, Experience Portal, etc.) have healthy remote connectivity.

4. Validate that all eligible devices (CM, AES, Session Manager, Experience Portal, etc.) are properly sending alarms back to Avaya EXPERT Systems℠.

Steps towards having a fully connected and alarming solution through Avaya



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International Avaya User Group (IAUG)

Join one of the world's largest international organizations for communications technology professionals.

At 5,400 members strong, the International Avaya Users Group (IAUG) is one of the world's largest international organizations for communications technology professionals. As the forum for the global Avaya customer community, IAUG provides a voice and resource for Avaya customers everywhere.

Our one-of-a-kind community has been designed to give members unparalleled access to industry leaders, Avaya experts, and networking with peers that face similar challenges. Together, we share ideas and solve common problems; all while advancing our knowledge and directly influencing Avaya product development. Membership benefits include:

- **Direct Access to Avaya –** Use your voice to influence Avaya product and support transformation and advance your organization's needs.
- **Training and Education –** Enjoy significant savings on Avaya solutions training. 10% savings on Avaya courses, 15% savings on Global Knowledge courses, and much more.
- **Influential Networking –** Build important relationships through online discussion forums and conference calls; meet other professionals through local opportunities, Chapters and Local User Groups; and make connections at regional events and conferences.
- **Member Web Portal –** Access exclusive information and news, and search one of the largest technical knowledge bases that include valuable archived materials and resources. Each year IAUG hosts an Annual Conference and other events attended by thousands of Avaya users from around the world, an exclusive opportunity to network with your peers and meet with Avaya experts and leaders.
- **Local Chapters –** IAUG offers 49 local chapters in nearly 50 cities worldwide that provide face to face educational and networking opportunities on a regular basis.
- **IAUG Webinars -** Interactive webinars on the industry's newest trends and technologies with On-demand access to webinar archives.
- **IAUG Publications -** User-driven, technical content exclusively available to IAUG members. Stay informed and at the frontline for industry news and updates, as well as opportunities to contribute articles and thought leadership.

Visit IAUG for more details and membership information. Register for your IAUG membership.

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Learn More

To learn more and to obtain additional information such as videos and case studies about Avaya Support Services please contact your Avaya Account Manager or Authorized Partner or visit us at www.avaya.com/ support-services.

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