

## Scope of Support Policy

*Avaya Collaboration Environment 3.0 and above*

*Avaya Context Store 3.0 and above*

*Avaya Collaboration Designer 3.0 and above*

*Avaya Work Assignment 3.0 and above*

*Avaya Real Time Speech 3.0 and above*

In the following term “Collaboration Environment” refer to Avaya’s Collaboration Environment related solution, products, and term “Snap-in” refers to Avaya Context Store, Avaya Collaboration Designer, Avaya Real-Time Speech, Avaya Work Assignment and future Snap-in software only products based on CE in the future.

## Introduction

We at Avaya want our customers and partners to be successful when it comes to designing applications using Avaya’s development tools. This document has been prepared to guide application developers on how to take advantage of the resources available to help them be successful.

Because of the specialized skills required to develop, debug, test and implement a new application, these tasks are not considered an entitlement under a standard support agreement.

Avaya’s DevConnect Program (<http://www.avaya.com/devconnect>) can assist you in your application development activities, through access to technical resources, sample application code, community-supported forum boards and enhanced membership options for increased levels of developer-oriented technical support. DevConnect also support formal compliance testing programs for Avaya’s Technology Partners, providing customers with additional proof points of interoperability when selecting and deploying third-party solutions.

For applications developed by Avaya’s Professional Services, please consider the value in purchasing a Custom Applications Support Agreement to ensure the ongoing integrity of your applications.

The process and scope of Avaya’s support for Avaya platforms depends on the phase where support is requested

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- **Pre-Production Phase**

during development or application creation using Collaboration Environment and Snap-In and/or a development lab installation of Collaboration Environment platform.

Here, Avaya’s DevConnect Program is the primary support program for application developers, which may be customers, Systems Integrators, Independent (3rd Party) Software Vendors and Avaya Business Partners.

- **Production Environment Phase**

during deployment and use of a productive system, i.e. activities that involve operational applications executing on production-level, deployed system. This is the domain of Avaya Services organization.

## Scope of Support during Development (Pre-Production)

DevConnect provides developers with 3 levels of support options:

- **Community-supported forum boards**, which are monitored by Avaya but for which we do not guarantee a response. This is primarily for informational purposes and basic troubleshooting. It is not for debugging, or to report platform issues requiring a response from Avaya.

**Free Basic Technical Support (Tier 1 & 2 level)**, available to all Registered and above member levels.

This encompasses basic troubleshooting, addressing questions on usage of various Collaboration Environment and related Snap-in services REST and Java APIs, and application configuration/operational assistance for lab/development systems procured through the DevConnect Program. It does not include debugging, log file analysis or other deep application design investigations. Responses are primarily limited to pointers to existing documentation for additional self-help follow up by the member.

- **For-pay Enhanced Technical Support (Tier 3 & 4 level)**, available to all Registered and above member levels. Gold and Platinum members can utilize existing DevConnect membership benefits for these tech support hours; Registered members can purchase support hours on a per-hour basis, or upgrade to higher level memberships (including a "customer" level) that includes a set number of support hours as part of the benefit package.

Based on the support option, DevConnect provides assistance on the use of Collaboration Environment and related Snap-in services APIs and SDKs, including the Avaya Aura Collaboration Designer tool and the creation of Collaboration Environment-based workflows and applications that execute on an Avaya platform.

- Avaya support is limited to isolating issues related to the external API's exposed by the Avaya Aura Collaboration Environment software and other Avaya Snap-in services (such as Collaboration Designer, Real-time Speech Snap-in, Context Store Snap-in, Work Assignment etc.). Once it has been determined that the problem is with either the third party application or the application's execution environment (including the runtime Collaboration Environment server software and executing Snap-in services deployed in that environment, as well as downstream Avaya Aura systems, then the customer or partner are responsible for resolution of all other application issues.
- DevConnect provides **limited** support for the installation, configuration and administration of a Collaboration Environment system (and related Avaya Snap-in) *solely* to those Technology Partners who have procured such as system for lab use via their DevConnect membership. All other customers or registered-level DevConnect members should obtain support from their authorized Avaya channel partner or Avaya Global Services, based on their current maintenance agreements.
- DevConnect provides Compliance Testing services to Technology Partners. Completion of such test results in the issuance of a Compliance Letter from Avaya and other benefits as outlined in Avaya's DevConnect Program Guide. DevConnect will work in concert with Avaya Client Services to support interoperability issues arising from deployments of Technology Partner solutions that have successfully completed formal compliance testing.
- DevConnect provides free community forum boards for Collaboration Environment, Collaboration Designer and other Snap-in services, intended to allow application developers in understanding and sharing best practices related to application development and use of product APIs and SDKs.
- Avaya reserves the right to direct DevConnect members to other fee-based support channels if the forum questions require more substantial application consultation support than the forum is intended to provide. DevConnect will not troubleshoot application issues on production systems. All technical support tickets must be replicated on lab systems.

## Scope of Support for Production Systems

### Avaya Responsibilities – Operational, to Customers

Under the terms of relevant software support contracts, Avaya will support the entire solution, software, from end to end, managing the escalation and resolution of problems with any system component to the correct support organization. This includes software categorized as “standard” product. “Standard” product refers to configurations that have been initially designed, tested and certified by Avaya.

For a list of “standard” products see “Compatibility Matrix” at <https://support.avaya.com/CompatibilityMatrix/Index.aspx> - please select Avaya Aura® Collaboration Environment or other Snap-in.

For software-only offer, Avaya support is limited to the software itself.

**Avaya Context Store, Avaya Real Time Speech, Avaya Collaboration Designer and Avaya Work Assignment Snap-in** dependency and the pre-requisites are for Avaya Collaboration Environment 3.0 and above releases including Avaya System Manager 6.3.9 and above.

### Customer responsibilities

If any customizations were done on the product which are not tested and certified by Avaya, customer is responsible to support and maintain the same. This includes (but is not limited to) installation of additional components/software on Avaya platforms.

If Avaya services engineers have reason to suspect that the non-Avaya software is contributing to performance concerns, then Avaya services reserves the right to request the removal of this software such that testing may be done in an Avaya standard configuration.

All administrative tasks are the responsibility of the customer e.g. Changes in system, installation of service packs, upgrade of the system and conducting regular backups of the system.

**Any adapter or custom snap-in created by a customer or partner, are the responsibility of the customer or the partner in terms of performance and stability.**

## Application Support in Production Environment

**SDK's** for Avaya Context Store, Avaya Collaboration Designer, Avaya Real-Time Speech and Avaya Work Assignment **are** available as software only for creating applications for Avaya Collaboration Environment related Snap-in. There are a set of application that are tested and supported for Collaboration Environment and Snap-In applications. They are described in "Compatibility Matrix" at :

<https://support.avaya.com/CompatibilityMatrix/Index.aspx> - please select Avaya Aura® Collaboration Environment or other Snap-in.

AVAYA is not responsible for maintaining and applying patches and updates/upgrades and support of any custom adapters. All "Non Standard" configurations are "permissive use".

If any customizations are done on any reference applications provided for Avaya Context Store, Avaya Collaboration Designer , Avaya Real-Time Speech and Avaya Work Assignment which are not tested and certified by Avaya, customer is responsible to support and maintain the same.

Applications are further distinguished in two categories:

- **Applications created by Avaya Professional Services (APS)**  
If Customer's application is developed by Avaya (APS) on behalf of the customer, Avaya requires a Custom application support contract, in order to receive continuous support from Avaya APS. This level of support is considered outside the scope of a Post Warranty Maintenance Contract and is not provided by Avaya Services.
- **Applications created by Customer/BP (Business Partner)**  
Avaya support is limited to isolating issues on the platform level. Once determined that the issue is with the Application execution environment Customer/Business partner are to resolve the same.

Applications created by anyone else, who may not be an official business partner, but uses the SDK tool Avaya is not responsible supporting such application.

Customer/Business Partner are responsible to troubleshoot and resolve any application related issue. Application development questions should be pursued through the DevConnect program options.

Avaya Services will accept support requests determined to be software bugs with the Collaboration Environment and Snap-In but will accept no responsibility for application design issues created by the customer or the Business Partner.

**Please note:** There is another demarcation document posted on [support.avaya.com](https://support.avaya.com) at:

<https://sales.avaya.com/cs/Sites?lookuphost=/&lookuppage=/en/business-tools-policies-processes> - Policy Information - Support Services Policies – Avaya Collaboration Environment Snap-in Support Policy