

Self Service – Scope of Support Policy

Avaya Aura™ Experience Portal (AAEP)

Avaya Voice Portal (VP)

Interactive Response (IR)

Avaya Aura™ Orchestration Designer (AAOD)

Dialog Designer (DD)

In the following the term “AAOD/DD” refers to Avaya’s self service design environment Orchestration Designer and Dialog Designer, and term “self service system” refers to Avaya Aura Experience Portal, Voice Portal, Interactive Response.

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.

Please continue reading to learn how Avaya’s Development Connection Forum (DevConnect) <https://devconnect.avaya.com/> can help get your questions answered, either by browsing through a comprehensive knowledge base or by sharing a dialog with other DevConnect members.

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 Self Service platforms depends on the phase where support is requested

- **Pre-Production Phase**
 during development or application creation using AAOD/DD and/or a development lab installation of Self Service 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 self service 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, Orchestration Designer usage, and application configuration/operational assistance. 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 AAOD/DD and the creation of self-service applications that execute on an Avaya self service platform.

- Avaya support is limited to isolating issues at the platform/product (DD/AAOD, AVP/AAEP, AIR) level. Once it has been determined that the problem is with either the application or the application's execution environment (i.e., DD/AAOD application, Tomcat server or the application/Java server), 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 Avaya Voice Portal system *solely* to those Gold and Platinum members 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 Gold & Platinum members. Completion of such test results in the issuance of a Compliance Letter from Avaya and other benefits as outlined in Avaya's Gold/Platinum membership agreement. DevConnect will respond to support issues from the Gold/Platinum member for those configurations tested and supported by Avaya.
- DevConnect provides free community forum boards (Dialog Designer Forum) intended to assist application developers in understanding best practices use of Orchestration Designer and to provide historical information on questions asked by other DevConnect users.
- 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 can 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 hardware and software support contracts, Avaya will support the entire system, hardware and software, from end to end, managing the escalation and resolution of problems with any system component to the correct support organization. This includes hardware and 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 “Self Service Compatibility Matrix” at <http://support.avaya.com/css/P8/documents/100040912>

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

Other “non-standard” configurations are “permissive use” (policy is described in “Self Service Compatibility Matrix under Permissive” <http://support.avaya.com/css/P8/documents/100040912>

Avaya supports speech, if customer purchased speech and related speech support contract from Avaya, i.e. Avaya will engage Speech Service Provider for resolution with any speech system components if required. Otherwise supports ends at MRCP interface.

Customer responsibilities

If any customizations was 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 self service 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 a 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

Customers with no speech server service contracts with software speech providers who want resolution/root cause analysis of speech software problems are responsible to open trouble incidents directly with speech software providers (submitting purchase orders).

Application Support in Productive Environment

AAOD/DD is available as software only for creating applications for Avaya self service platforms. There is a set of application servers that are tested and supported for AAOD/DD applications. They are described in “Self Service Compatibility Matrix”: <http://support.avaya.com/css/P8/documents/100040912>

AVAYA is not responsible for maintaining and applying patches and updates/upgrades and support of these application servers. All “Non Standard” configurations are “permissive use”.

If any customizations are done on AAOD/DD 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 (i.e. Tomcat Server or DD application) Customer/Business partner are to resolve the same.

Customer/Business Partner are responsible to troubleshoot and resolve any application related issue. Any consultative support requests related to application should be directed to Avaya DevConnect.

Avaya Services will accept support requests determined to be software bugs with the AAOD/DD but will accept no responsibility for application design issues created by the customer or the Business Partner.