Background and Introduction

ACSBII main page URL
The Welcome to the ACSBI Portal main page can be accessed at the following web address.
https://acsbi.avaya.com

Document Purpose
This document is meant to provide Business Partners and Avaya Internal associates a set of best practices when encountering polling issues that delay renewal quoting. The polling resolution team supports the technical resolution of issues that cannot be resolved by the customer or Business Partner. By following the best practices as outlined in this guide, you will minimize any delay that polling issues may cause in your quoting process.

This document outlines how to resolve issues on your own, how to report on polling issues well ahead of renewal quoting events, and how / when to open cases with our support team.

Why does Avaya rely on Polling for Renewal Quoting?
Avaya relies on polling data to accurately populate material codes and quantities for servers and GWs on renewal quotes in the US and Canada. In order for the server/GW data on quotes to be considered accurate, it needs to have polled successfully within 90 days. Avaya also relies on polling to get an accurate price for port count based offers. Avaya has recently implemented a lighter ‘quote only poll’ to increase the rate of successful polls on quotes.

How do devices get into our polling infrastructure?
Hardware is entered into our polling infrastructure upon completion of the registration process, specifically the Technical On-boarding process and updating the CM Main / Remote Survey. Without these steps being completed, a device will never poll and thus may never be accounted for in future services renewal quotes.
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What is new in the latest ACSBI release

► September 2014:
  o ACSBI now has links to helpful documents to resolve polling issues with the specific product you are trying to poll.
  o Multiple tickets can be created at once. Designation between quote only and full polls on each product are available to assist with quote only needs or account changes that require a full poll.
  o Enhanced existing case details and status including case number, case status, and last update (including resolution date).
  o All devices are now shown to give a complete overview of the install base (as opposed to just the connectivity issue related products).

How to Check If You Have a Polling Issue (Reporting via ACSBI)

There are a number of different ways to check your customer’s records to see if there is a polling issue on a particular site for a particular device. Your indication of whether a polling issue needs to be resolved is if:

► The device has not polled within a reasonable timeframe
► The customer has recently upgraded to another product and the upgraded equipment has never polled
► The customer has removed equipment from their Avaya contract

Additionally, a “successful poll for quoting” indicator exists in many of our reports to make it easy for you to determine whether your polls are acceptable for your quote.

Using the Create/Review Cases option and or On Demand Poll Request to review errors

o The process for “How to open a Polling Case” and or “On Demand Poll Request” show the last time polls have been successful or failed. Information to review polling status, check errors with solutions, and see if Service Requests are open is available right on the request pages.

o See the screen shots below in both process on pages 9 and 13.

For information on how to check polling issues via the standard quoting process

o Using the All Product Requote Warehouse Report or the Consolidated Quote Report will provide information on Material codes, quantities and include the last successful poll dates. For more detailed instructions on how to access and use these report access the job aide link.
  https://downloads.avaya.com/css/P8/documents/100177544

o To access the All Product Requote Warehouse and Consolidated Quote reports
  ▪ From the ACSBI main page click on Design and Renewals
  ▪ Click on Ad Hoc Reports
  ▪ Select the report to run and click on Next
Most Common Reasons for Polling Issues and How to Prevent Them

The polling resolution team supports the Avaya sales teams and business partners to resolve polling and connectivity issues encountered during renewal quoting related activities (MSQT quotes/Letter of Agency Requests) to enable teams to quote and sign Avaya maintenance agreements properly. Connectivity problems experienced for gaining access to a system for Technical Support reasons should be worked with the break/fix support teams via support.avaya.com.

In order to receive assistance from the U.S. polling team, please ensure you have the below information available.

► Customer FL (Functional Location/Sold-to)
► Business Partner contact info, phone, email (if applicable)
► Quote number if ran through MSQT (Multi Site Quote Tool) or BP (Business Partner) reference number; assurance of LOA/Letter of Agency on file
► Method of access if known
► Confirmation of access availability from the customer prior to support contact, as in Policy Server or any Security blocks the customer may have in place for proper access

Please confirm the Common Errors causing Connectivity issues have been addressed. This will help to facilitate quick resolution of any outstanding issues.

For a full list of Connectivity Error codes and troubleshooting options, please refer to and bookmark the following article - https://support.avaya.com/ext/index?page=content&id=FAQ104075

The table below represents some of the more common polling issues. This list is not exhaustive, but it gives a clear picture of the most common reasons (and resolutions) we see today.

<table>
<thead>
<tr>
<th>Common Issue</th>
<th>Resolution</th>
<th>Additional Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Modem Remote not answering</td>
<td>a. Modem is not plugged into the equipment and/or the modem is turned off -&gt; plug in the modem and/or turn it on</td>
<td>Please dial the number from any phone. If a modem picks up, you can assume all is working. If not, please take corrective action. The customer must have a dial in number to the modem in order to poll. If there is no modem access, the only other alternative is to follow the manual process of retrieving the system information to complete the form. This will require the Quote requestor or customer to access the product to complete the form and is not recommended unless absolutely necessary. For more information on manual polls, please review the following KB article: <a href="https://support.avaya.com/kb/ext/FAQ102615">https://support.avaya.com/kb/ext/FAQ102615</a></td>
</tr>
<tr>
<td></td>
<td>b. Modem needs to be power cycled -&gt; power cycle the modem</td>
<td></td>
</tr>
<tr>
<td></td>
<td>c. Problem with the line -&gt; contact local Telco for assistance</td>
<td></td>
</tr>
<tr>
<td></td>
<td>d. Number needs to be updated -&gt; Can be submitted through the LOA form or contact the Polling Team</td>
<td></td>
</tr>
</tbody>
</table>
### SAL Connectivity Errors
An SEID Axeda error indicates the device is not on-boarded properly. In this case you will need to ensure the device successfully went through the technical onboarding process.

Ensure the device was fully registered, including the second step of alarming & connectivity. For more on the registration process visit [https://support.avaya.com/registration](https://support.avaya.com/registration)

### Password/Access failures
Please provide Avaya with the password, IP address, firewall, etc. changes.

This happens when the customer and/or business partner have made access modifications/changes since the equipment was originally registered, however the Avaya records have not been updated with the new information (i.e. IP address changes, firewall changes, etc.)

### Avaya Polling Error
This requires Avaya IT to resolve an issue with the polling infrastructure.

Examples include: Connect2 session dropped, InformIX/SQL error, Timeout, Syseval, etc.

### Registration Compliance Issue
Complete the necessary steps within the registration process including technical onboarding, CM main/remote survey (EPN survey) or equipment removal.

Registration resources and sites:
- [https://support.avaya.com/registration](https://support.avaya.com/registration)
- [https://grt.avaya.com](https://grt.avaya.com)
- CM Main/Remote Survey

This includes Equipment Removals that were not performed, especially when upgrading when the old and new products are both on the records.

Frequently, a CM survey is not updated after an upgrade. It may show the old SEID’s and it now needs to have the new SEID’s updated with the Sold-to’s.

With SAL products, if a server was incorrectly registered with the wrong MID, this can cause an LSP to poll in error if it is incorrectly registered as a MID 1. Devices that were never technically on-boarded, or have never been polled, need to be updated in the PIE database as well.

### Security Blocks on Customer Network
For SAL sites, open the correct ports. For Modem sites, a valid line & working must be in place.

Grant access to Avaya via the Policy Server if one is in place.

In order to conduct a valid poll, Avaya must be able to access the system. If the customer is unwilling or unable to provide a remote method of access, then the only option is a manual process of retrieving the system information to complete the form. For more information on manual polls, please review the following KB article: [https://support.avaya.com/kb/ext/FAQ102615](https://support.avaya.com/kb/ext/FAQ102615)
Full Poll vs. Quote Only Poll:

- The quote only poll is a lighter/simpler poll that allows users to populate quoting data (via polling) if their device has successfully “full polled” before (at least once). The quote poll runs fewer scripts to reduce the risk of an error that is unrelated to what needs to be populated on the quote when the device has “full polled” previously. If the quote poll fails, this tells us that there is a true issue with the device polling that our team needs to work, which is when we recommend opening a ticket. See below for more recommendations and details regarding this.

- The Full Poll is a more intensive data gathering poll needed to populate ACSBI reports. A full poll is required the first time a poll is done, also to update historical reports (MSQT) when changes to the install base have been completed.

What to Do Before You Open a Polling Case

- The All Product Requote Warehouse (BI) report and or the Consolidated Quote (BI) report can be run to view current polling information.
  - To access the All Product Requote Warehouse and Consolidated Quote reports
  - From the ACSBI main page click on Design and Renewals
  - Click on Ad Hoc Reports
  - Select the report to run and click on Next

- Ensure there are no devices you expect to poll that have been removed via equipment removal (they will not show up in our reports)
  - End users can look at the ACSBI sold-to survey (shows what pollable equipment is on that site) and compare the devices there to the All Product Requote report.
    - To access the Sold to Survey
    - From the ACSBI main page click on Design and Renewals
    - Click on Applications and Surveys
    - Under Surveys click on the Sold to Survey

- Ensure all devices you expect to poll have been fully registered
  - Note: for duplex VCM servers, you will only need to poll one server

- If there are devices that have not successfully polled, run an on demand quote poll, only if that quote poll is unsuccessful (for the devices you need to quote) do we recommend opening a case
How to run an On Demand Quote Poll

On Demand Quote Poll

1. Access acsbi.avaya.com and login in with your SSO
2. Select the “Design and Renewals” option
3. Select “Applications and Surveys”
4. Select “On Demand Poll Request”
5. Select “New Poll Request”
6. Enter your Sold-to’s and click “Get Assets” – Please note: You can run more than one FL at a time (Suggested not to enter more than 100) The maximum allowed number of devices is 50 for any one On Demand Poll request. (More than 50 devices selected will receive an error to try again)
7. Check off the devices you would like polled (note you will need to override any devices that have successfully polled).
   a. Ensure “Quote Only Poll” is checked
      NOTE: If your device had a successful “full poll” previously, then we recommend running the quote only poll. If the device has never polled the quote only poll check box will be grayed out. The quote only poll will not work if the device has not had at least one successful full poll. See note on page 2 for more details on the quote only poll.
   b. If an SE code is not eligible for quote-only poll, the quote-only checkbox is not displayed.
8. Click on “Make Request”
9. A table of your current and past requests will appear, as soon as the request shows as completed you will be able to pull reporting to judge polling success. Please note: It takes a few moments for your Request ID to be assigned. Initially it will appear as ‘New Request’.
10. You will also receive an email notification when the request is complete.
Welcome to the ACSBI Portal
The ACSBI Portal provides Avaya, its Customers and Partners, a platform for decision making by collecting, storing, modeling, analyzing and disseminating business data into historical, current, and future views of service delivery and customer trends. Please use our new feedback tool here!

The Latest News

- Migration of PPS reports to ACSBI documentation is now available! Click here. Please use this as a guide moving forward.
- Our New Release went live on 9/27! To get started watch this video (internal): ACSB101-Overview of Features, Function and what has changed. Also visit the ACSBI Help/FAQ site.
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You Selected Design and Renewal
This business area supports design and renewals of Service Contracts. Use the data and tools for your quotes, new orders, upgrades, renewals or recasts.

Report Wizard
Report Downloads
Applications and Surveys
Help/FAQ
Applications and Surveys
In this area you will find access to all the applications ACSBI provides.
from the options below.

APPLICATIONS

Connectivity Ticket Report
Avaya Software Compatibility Audit(ASCA)
On Demand Poll Requests
Update PIE

Click here to go to the ASCA page.

YOUR REQUESTS

<table>
<thead>
<tr>
<th>Request Time</th>
<th>ID</th>
<th>Status</th>
<th>Phone</th>
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<tbody>
<tr>
<td>10/17/2013 12:32:29 PM</td>
<td>Req33212</td>
<td>COMPLETE</td>
<td>(628)339-7</td>
</tr>
<tr>
<td>4/11/2013 9:56:57 AM</td>
<td>Req28549</td>
<td>COMPLETE</td>
<td>(000)700-8</td>
</tr>
</tbody>
</table>

New Poll Request
When to Open a Polling Case

If the device has not polled in 90 days, then an On Demand Poll is required to properly quote for maintenance. If the On Demand Poll fails and connection information to access the system is correct open a polling case to be worked by the Avaya polling resolution team. It is in your best interest to follow the above steps before opening a case in order to reduce the risk of a delay to your quote.
How to Open a Polling Case

Create a Polling Ticket

1. Access acsbi.avaya.com and login in with your SSO
2. Select the “Design and Renewals” option
3. Select “Applications and Surveys”
4. Select “Create/Review Polling Cases”
5. Enter your Sold-to and select “Get Polling Info”
6. Customer info will be provided and you can select devices you would like cases created for (note that you will need to override any cases that have successfully polled). Also, you will not be able to open a ticket for devices that have cases already opened against them. There is an indicator in the case creation table that will inform you of this. “Last ACSBI SR”
   a. Note: Only select the devices that you need to poll for your quote
   b. Note: Quote Only is checked by default. For Full Poll uncheck quote Only
   c. Note: If a full poll has never been completed Quote Only will be grayed out. A full poll must be completed at least once before using quote only.
7. Your information for ticket creation is auto generated with your SSO login ID. This can be modified.
   a. Include useful information in the notes field:
      i. Type of connectivity for the products (SAL, modem, SSG, etc.)
      ii. Correct / updated modem numbers we need to connect
      iii. A list of products that are missing from the BI report
      iv. Products that require deactivation in Siebel (equipment removal)
8. Click on Create Service Request
   a. Please be aware that the notes field has a character limit. The limit is a dynamic number and if needed on Service Request creation you will be informed to reduce character amounts by a specific number. If additional information needs to be given to the Avaya polling resolution team. There contact information is attached to the notification e-mail they can add additional information as needed to the Service Request.
9. You will receive a notification email informing you of your submission and the devices you selected. You will also receive a notification when the tickets are closed.
10. The new SR number is also displayed in the web page. Clicking “Get Polling Info” button will refresh the device list with newly created SR numbers. Please note do not click on the browser refresh button, doing so may result in sending SR creation request again.

Please note: Service Requests are now generated real time. The e-mail communication will have your ticket numbers included. If for some reason the ticket errors out it will be noted on the e-mail notification. The contact info for the Polling Resolution team is located at the bottom of the e-mail. You can call the connectivity team for help for resolving ticket error or manual creation of the Service Request M-F 6:00 am to 5:00 pm U.S. MT.
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APPLICATIONS

Connectivity Ticket Report
Avaya Software Compatibility Audit (ASCA)
On Demand Poll Requests
Update PIE
Create/Review Polling Cases
Consolidated Quote Report
Service Provider Utility Poller (SPUP)
Create/Review Polling SRs

Please only use this form to create polling SRs for Partner Quoting related devices.

Note: The SRs created via this form are for obtaining successful polls only - NOT break-fix. To open a break-fix SR, please visit support.avaya.com.

Be sure you have already attempted On-Demand Polls for any SRs you want to create.

Please type in an FL/Sold-To number, and click on the "Get Connectivity Info" button, to launch the form:

- FL/Sold-To: [Enter Sold-To]
- GET CONNECTIVITY INFO

Customer Info:

DIRECTV
213 INDUSTRIAL BLVD
TULLAHOMA, Tennessee
37388 US

Customer Product Issues:

Note: Typically, there are two main reasons for creating a service request (SR). The device has undergone changes since the last successful poll date or the device has not been successfully polled within a reasonable timeframe.

The "Successful Poll for Quoting" "Yes/No" defines reasonable timeframe for a successful poll. Effective September 2014 all pollable devices are displayed in the product list. Plus, you can click the link provided in the "Most Recent Poll Results" to view a knowledge article polling recommended actions that can be taken to remedy the unsuccessful polling attempts on that device.

Select Devices you want cases created for:

- SELECT ALL

Additional Required Information:

- Company Name: Avaya Inc.
- Contact Person: John Doe
- Contact Phone: +1 720 444 4000
- Contact Email: john@avaya.com

Notes:
- Checked modem numbers answers with modem cons. Still not get a good poll. Contact John Doe for more info

Be sure you have already attempted On-Demand Polls for any SRs you want to create.

CREATE SERVICE REQUEST

Last open SR info will be listed here after Service Request creation. You can see status here and requestors can click the link to display more status on the request.

Contact information will be automatically entered with your SSO login credentials. To modify simply click in the needed fields and enter different information. The notes tab has been designed to fit the SR description filed in the Avaya ticketing system. Contact info and other important info are passed with ticket creation along with notes. If the notes tab is over populated when the create service request is chosen to create the ticket. The system will tell you how much to reduce the notes filled characters.
Support Help and Additional Job Aids

- Contact the Polling Resolution team 800.242.2121 after the main prompt dial 0 then enter ext. 15264 (hours 6am to 5pm U.S. MST). To better assist having open Service Requests numbers and details about the customer (Sold-to, SEID’s, type of equipment, Connection method, etc.) will speed up resolution.
### Revision History and Version Control

#### REVISION HISTORY

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<th>Description</th>
<th>Revision</th>
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<td>First publicized version</td>
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<td>1/6/2014</td>
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<td>3.1</td>
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<tr>
<td>US Connectivity Manager, Global Registration Team</td>
<td>US Connectivity Manager, Global Registration Team</td>
<td>Sr. Manager, Global Registration Team</td>
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