Avaya Suggestion Forums
User Guide

Overview

An Avaya Suggestion Forum* is a place for users of Avaya tools and applications to share suggestions about how Avaya can improve that specific tool or application.

This information will enable Avaya Client Services to better understand and focus on the tool related ideas users care about most as we plan and execute future releases.

The Avaya Suggestion Forum* allows users to quickly:

- Provide suggestions intended to enhance user experience and ease of doing business with Avaya as it relates to the tool
- Review and comment on published suggestions made by other users
- Vote to support important ideas created by the user or other users
- Track status of any approved suggestions listed on the forum

Suggestion Forums are available to anyone that has a valid SSO login and accessible via select Avaya tools and applications that are used by Business Partners and Customers.

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Access the Avaya Suggestion Forum*

1. Select the ‘Suggestions’ link in the application. A screen with this type of layout will appear:

Avaya Suggestion Forum* Home Page
All suggestion forums will have a similar format/layout as outlined in this section.

**Title** - This is the title of the forum you have entered. It should be related to the tool or application for which you would like to leave a suggestion.
**Introduction** - A short introduction about where you are and the forum expectations.

**Topic** - A prompt to remind users that it is suggestions about improvements that are being sought.

**Entry box** - This is where your suggestion can be entered

**Filters** - These filters allow the user to sort by Hot topics, Top suggestions, Newest to oldest, Category (unique to each forum), Status, or by your suggestions (My Feedback)

**Suggestion** - This is one example of what could be tens or hundreds of suggestions that follow.

**Suggestion Categories** - Each forum can have its own categories to allow the information to be uniquely tailored and useful to the topic at hand. The categories that have suggestions in them will be listed here with a number of suggestions currently found in that category. Categories without suggestions will not appear here.

**Search** - As forums grow, the Search box is an easy way to determine if there are already suggestions entered that you may have decided to add. In that way, you can vote for or comment on an existing suggestion instead of duplicating it.

**Other forums** - As the number of forums grows, they will be listed in this area. Forums listed with a padlock next to the name are Private forums and users may need to be part of a particular group in order to access them. Forums without the padlock are Public forums and anyone with a valid SSO login should be able to access them.
Avaya Suggestion Forum* Options

Create a Suggestion

1. To create and submit a suggestion, enter it in the field available under Forum Topic.
2. Select the Category, then enter any additional supporting information and/or attach a file.
3. Then select the number of votes you would like to allocate to the suggestion. By default, 1 user vote is automatically assigned to the user suggestion.
4. Once all information is provided, the user will select Post Idea.

Note: Avaya has included a ‘Moderation’ capability that alerts an administrator when a new suggestion is added. The Avaya admin can then access the suggestion and determine if it should be published for general viewing and voting.

The purpose of this moderation capability is to ensure several things:

- The suggestion is associated with the proper Forum.
- The suggestion does not contain any information of a proprietary nature that the user would not want made public (such as any personally identifiable information, financial, or account-specific information).
- That it is a suggestion and not an issue that would be better handled by opening a ticket with the Help Desk.
- Anything that might be considered offensive to the general population of users.
**Vote for a suggestion**

Each user is allotted a total of ten (10) votes, of which a maximum of three (3) can be added to any individual suggestion.

1. Users can vote for a suggestion by selecting the ‘Vote’ button associated with the suggestion.
Review/Add Comment for a Suggestion

Users can review or add comments regarding the suggestion.

1. Select the title:

   Training material needs to be easy to access and understand.

   Video based training/demos would be a great addition to the current User Guides available.

   2 votes

   Vote

   [Image]

   Started

   Mary Klein (Admin, Avaya) responded

   Have provided several videos and user guides at support.avaya.com/registration. will continue to add to these.

2. Review comments and/or Enter comments in the ‘Add a comment...’ box and select the ‘Post Comment’ button.

   [Image]
Review Status of a Suggestion
Administrators can assign a status for a suggestion. As the suggestion begins to garner support and a decision is made to use the suggestion, forum administrators will change the status of that suggestion. The status can be seen from the main page of the forum as well as when a user accesses the suggestion to see or add comments.

Email Responses
Users that enter suggestions may receive an email with a confirmation, or when an admin responds to a suggestion either by replying with a question, or changing a status on a suggestion. Please be aware that these emails will come from the avaya.uservoice.com domain. You may want to adjust spam filters to allow emails to arrive safely.
Frequently Asked Questions (FAQs)

Q: Why is Avaya asking me for suggestions?
A: Avaya has created a roadmap for tools to include new and improved features and processes that we believe will enhance the experience of the end-users. We understand where we’re headed, but it is very important for us to understand what features and capabilities will make the experience even better for users. It works best for us when it works best for you.

Q: What will happen to the suggestions that are entered?
A: The suggestions will be immediately reviewed by an Avaya admin that is familiar with what the tool does currently and what is in the works for the next release. Armed with this information, they can respond to the suggestion(s) in one of several ways:

- Publish the suggestion to see if others agree
- Indicate that the suggestion is already under consideration
- Indicate that the suggestions is already contained in upcoming plans
- Indicate if it might be considered in the future (could be other items have a higher priority)
- Reject the suggestion (for a variety of reasons)

It is important for users to periodically review and show a level of support through the voting capability to demonstrate to Avaya that there is a reason to consider the suggestion for future release.

Q: How many votes do I get?
A: Currently the number of votes each user has is set to 10. With those 10 votes, each user can add a maximum of three votes to any given suggestion.

Q: Is there a way for me to manage my votes?
A: Yes. Within the maximums described, you can move your votes at will to other suggestions. This allows you to change your mind about one suggestion if another appears to have more merit.

Q: What happens to my votes if a suggestion is removed because it has been included in upcoming work or has been rejected?
A: Your votes are never lost. If a suggestion is removed for whatever reason, your votes are returned so you can use them for other suggestions up the maximums allowed.
Q: How do I know what’s happening with the suggestions?
A: The Avaya admins have the ability to change the status of the suggestion and that change will be clearly identified under the suggestion. In addition, you may see comments or follow-up questions that might need to be addressed.

Q: Can I as a user comment on a suggestion and if so, how?
A: Users are allowed and encouraged to participate in the process. Each suggestion is a link that allows you to drill down to see the details of the suggestion, and once you have done that, there is place for comments or clarifying information to be added.

Q: Do I have to be in an application or tool to access the Suggestion link?
A: It is recommended that access be made after hitting the landing page in the application or tool that is being used. You can only get to Avaya tools and applications by logging into the network through the Avaya SSO application. Since the suggestions are application specific, it is most likely that users will access it through the specific application.

Q: What happens if I just bookmark it and access it that way?
A: If you are logged in through SSO, you will be granted access to the link. If you have left the Avaya network, you will again be prompted to log in before you get to the Suggestion module.

Possible (but unlikely) Issues

In the event that a user selects the ‘Suggestions’ link and receives what appears to be a communications error message, it could be that the SSO applications that we are using to keep your information confined to those who should have access to it have stopped communicating.

What to do:

First order of business is to clear your browser cache. The methodologies between IE7, 8, and 9 and FireFox and Chrome differ slightly, but essentially you want to remove history and cookies (in this case, bad or corrupted cookies) and delete any temporary files that may be hindering our ability to get you connected. If you still have an issue once that happens, you should then report the error to the Avaya help desk as a potential SSO integration error. The Help Desk can then open a ticket to investigate in greater depth.
## Document Information and Revision History

### Document Information

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### Revision History

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