EMEA - Keycode Request Process

Technical Validation Team

Galway April 2013

Keycode Process

AVAYA

✓ **slide 3 - Keycode Request Format during office hours**

✓ **slide 4 - Keycode Response Time during office hours**

✓ **slide 5 - Keycode Office Hours & Out of hours support**

✓ **slide 6 - Escalation Contacts**

✓ **slide 7 - KRS products - Escalation process**

Keycode Request Format during office hours

AVAYA

Email request to keycode@avaya.com

- Site ID

- Product

- Customer Account Number

- Quote Ref Number

- Description of problem*

- Copy existing keycode in the email (clearly indicating the change required)

*for any non standard requests please raise them with your Account Manager who will provide necessary approvals

Keycode Response Time during office hours

AVAYA

Response time depends on the keycode request   and the quality of the information provided:

- 1 day for Large/Small systems and applications keycodes

- 1 hour* for Emergency Keycodes

- 4 hours** service can be added to any software order (NT8R80AL)

*1 hour turnaround only when information agreed and accepted by Technical Validation Manager (David Tighe +35391482357)

**working hours (see slide No 5) – please note this is chargeable service

Keycode Office Hours & Out of hours support

AVAYA

Hours of Cover during office working day (UK time)

Monday – Thursday	**08:30 – 17:00**
Friday	**08:30 – 16:00**

Out of hours emergency keycode helpline:

+44 1483 308 880

Monday –Thursday	17:00 – Midnight
Friday	16:00 – 21:00
Saturday	09:00 – 18:00
Sunday & Public Holidays	10:00 – 16:00

Out of hours, please leave a message and the on-call specialist will be paged. Please allow up to 30 minutes for the return call.

Escalation Contacts

4th level →

Paul Naughton
0035391482364

3rd level →

David Tighe
0035391482357

2nd level →

Wojciech Gwizdon
Keycode Expert
wgwizdon@avaya.com
0035391482326

1st level →

Keycode@avaya.com

KRS products (i.e. BCM,SRG etc) Escalation process

AVAYA

1. Go to www.avaya.com/partner-itss and raise a ticket (supply ALL the necessary information)

2. Call **+44 1483 309 800** in EMEA (49 69 7505 1234 for Germany)

3. Provide the ticket number from step 1