Background and Introduction

Document Purpose
Avaya Business Partners have direct access to the customer records for which they have valid LOA forms on file.

The purpose of this document is to provide partners the necessary training and guidance to pull their own End Customer Design and Renewal reports (via acsbi.avaya.com) that were previously only provided via email by the LOA team in Oklahoma City.

Why We Rely on this Reporting
Business Partners rely on this reporting as input into their quoting process, to ensure both quote and record accuracy, upon renewal. Additionally, partners use this information as an inventory to aid in mid-term customer records cleanup.

List of Major Reports

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<th>Report Name</th>
<th>Report Description</th>
</tr>
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<tr>
<td>Quote Preparation Report (QPR)</td>
<td>This report combines information from the ACSBI IL03, PLDS, ZTSV, and All Product Requote Warehouse (SA, Utility) reports plus includes registration information along with the polling health of the registered products.</td>
</tr>
<tr>
<td>All Product Requote Warehouse (SA)</td>
<td>Applies to Support Advantage-eligible releases of Communication Manager/Aura, Call Center and Modular Messaging. The report will include output for pre-Support Advantage-eligible releases of Communication Manager and Modular Messaging, CMS, DEFINITY®, MultiVantage TM and Voice Messaging systems eligible for utility maintenance. This information is necessary for accurate quoting of Support Advantage with or without accompanying utility-based products. Note to Business Partners/Distributors: Submission of a BI report is not applicable to Point-of-Sale new system or upgrade sales including Support Advantage but is required for renewals and re-casts within Support Advantage or from another offer to Support Advantage when all hardware and software is preexisting. This is also necessary for IPOSS information.</td>
</tr>
<tr>
<td>All Product Requote Warehouse (Utility)</td>
<td>Applies for DEFINITY®, MultiVantage™ Software Systems, Communication Manager, Call Management Systems (CMS), and Voice Messaging systems ONLY. This information is necessary for accurate quoting of a utility-based Avaya maintenance contract. This report is to be used only if you do not have any Support-Advantage-eligible products at the requested sold-to numbers or if you are renewing an existing SS/SSU contract and want to quote Utility Hardware Maintenance on the CM Listing of SAP material codes and Quantities. This report comes straight from our SAP install base records and is a direct representation of all of the equipment and licenses (with quantities) currently installed at that site. From an equipment perspective (and non-PLDS licenses), the data in this report is populated through the registration process in GRT (Install Base Creation and Equipment Removal). From a PLDS license perspective this data is populated via the customer order and is managed thereafter in PLDS (plds.avaya.com).</td>
</tr>
<tr>
<td>SAP Siebel IL03 - EXCEL</td>
<td>Listing of SAP material codes and Quantities. This report comes straight from our SAP install base records and is a direct representation of all of the equipment and licenses (with quantities) currently installed at that site. From an equipment perspective (and non-PLDS licenses), the data in this report is populated through the registration process in GRT (Install Base Creation and Equipment Removal). From a PLDS license perspective this data is populated via the customer order and is managed thereafter in PLDS (plds.avaya.com).</td>
</tr>
<tr>
<td>TDM Reconciliation</td>
<td>The TDM Reconciliation Report provides a comparison between PIE-collected TDM Port data, and SAP stored material codes that represent that TDM Port data.</td>
</tr>
</tbody>
</table>
SAP ZTSV

Listing of SAP material codes, Quantities, and any applicable maintenance coverage. This report is sourced from our SAP Maintenance records and is meant to give the user a representation of the current maintenance coverage dictated by their contract and offers.

UC-CC Port Data Report

Simple and short report and quickly displays UC, CC, TDM Port Data from PIE

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Process

LOA process (the process by which end customers authorize partner access to their records) is completely automated via the Customer Authorization Tool (CAT Tool). Once authorization is obtained through this tool, users are able to access `acsbi.avaya.com` to run on-demand reports for the sites which they have authorization for. For more information on the CAT Tool, please visit the CAT Tool support site using the link below.

https://support.avaya.com/cat

Additionally, users are now able to create their own polling tickets when polling issues arise. For information on how to resolve polling issues on your own, how to report issues, and how/when to open cases with our support team, a US Polling Job aid is available to you.

You can download the US Polling Job Aid using the link below.

https://support.avaya.com/css/P8/documents/100156577

The Quote Preparation Report can be used in place of the ACSBI IL03, ZTSV, and All Product Requote Warehouse (SA, Utility) reports. The QPR offers a consolidated view. These other reports remain available for situations were a full blown QPR is not required. The QPR can be generated for one or more FLs via ACSBI Design and Renewals Report Wizard and or Adhoc reporting. A tab will be created for each FL. Each tab label will be populated with the FL number.

To assist with performance issues a FL limitation has been introduced for each report. This FL limitation is indicated on Step 2 to 4 of the Report Wizard process. The FL limitation varies based on type of report.

Process Outline

1. Log into the BI tool via `acsbi.avaya.com`
2. Click on the link for Design and Renewals.
3. Currently there are two options for collecting customer quote information. The preferred method is to use the Quote Preparation Report. Alternatively users can still use the legacy method of running the five reports if needed. The method of running five reports should be used as a backup if something in the Quote Preparation Report doesn’t look correct or a quick view of a legacy report is all that is needed. Click on the link for Ad Hoc Reports.
4. Select the desired reports (listed in alphabetical order).
5. User has option two options for specifying FL/Sold-to numbers. The view automatically defaults the FL/Sold-to numbers on the right side of the page associated to the first customer list under the Your Lists section. Click on your applicable customer list name to select the FL/Sold-to numbers for your report. Should you need to update your customer list click on the Manage Lists button to make the appropriate changes before proceeding to the next step. To override the predetermined lists input FL/Sold-to numbers with the preceding zeroes separated by a carriage return into the field shown below the manage list button. Note, the introduction of the FL limitation is shown at this step of the report generation process. Click Next.
6. Some reports require additional filters. To define them click on Add Filters under the Additional Filters column. These filters must be defined before user can proceed to the next step.
7. Define whether or not the QPR should include available service options and click on Save and Return button. Then click Next.

**Report Wizard**
Filters for: Quote Preparation Report (QPR)

- Choose Contract-Only QPR. If checked, this will only show current contract information. Leaving this un-checked will show current contracts plus available service options.

[SAVE AND RETURN]
8. Name your report package in the Report Package Name field. Typically we recommend using the customer name along with the report name to easily identify the email when received. Click the submit button to complete the report generation process. Alternatively, you can proceed with the default report package name now autopopulated by ACSBI.
9. The Report Archive screen below will show you which reports are pending and you can check back to see when your reports have been processed.
10. Once your reports are ready to pull, you will receive a system generated email with a link that you may click on in order to go back into the tool and download your reports.
11. When you click the download link, you will be prompted to open a Zip file. Open this file to view your reports. Once the Zip file opens, your reports will appear as they do below. You are now able to open and view the requested reports.

Report Screenshots and Details

Quote Preparation Report (QPR)

The QPR is grouped into different sections: Polling Status and System Information for Quoting, Product Information, Contract Information, Detailed IPP Information, Eligible (Uncovered) Service Offers, Technical On-Boarded (TOB) Assets.

The legend at the top of the report contain links that when clicked will navigate directly to that specific section.

<table>
<thead>
<tr>
<th>Report Sections</th>
<th>Description and Previous Report(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Polling Status &amp; System Information</td>
<td>Provides information about polled devices and provides polled data. All Products Require, ASD Config Report and polling health information. Provides CM stations poll and install.</td>
</tr>
<tr>
<td>Product Information</td>
<td>Provides inventory data and the mapping to other sections. SAP LEO report, product service mapping and Technical On-boarded (TOB) asset report.</td>
</tr>
<tr>
<td>Contract Information</td>
<td>Provides information about contract line item and their mapping to other sections. ZTSV Contract section plus service-product mapping.</td>
</tr>
<tr>
<td>Detailed IPP Information</td>
<td>Provides Detailed IPP Information prior to Subscription Quoting.</td>
</tr>
<tr>
<td>Eligible (Uncovered) Service Offers</td>
<td>Provides Information about Service Offers and their mapping to other sections. All Products Require and ZTSV Contract section plus service-product mapping.</td>
</tr>
<tr>
<td>Technical On-Boarded (TOB) Assets</td>
<td>Provides Technical Registration Information for all Technically Registered assets.</td>
</tr>
</tbody>
</table>
Each product is only considered covered under support if there is at least one active contracted maintenance service offer associated to it. For Utility only the RPIC maps to the product material code which means the RPICs children (UPC’s and APC’s used to measure utility) will not have a corresponding MC. When the option to view available service options is selected in the Add Filters step:

a) If there are multiple service option opportunities the MC is only listed once.

b) If there is no Service Offer information displayed for the MC it means there is no recommended service offers.

Furthermore, each server or gateway product must be registered and software licenses must exist in customer Install Base (IB) to receive service support. The Product Information section of the QPR lists all products in the IB.
The IB is created during the first step of registration with the exception of software licenses. The connectivity and alarming data is captured during the second part of registration and is typically referred to as technical on-boarding (TOB). Each MC that has been TOB can have one or more corresponding SEs. In the instance when multiple SEs are registered for one MC then the MC information will be repeated for each SE. Each MC inherits entitlements from the contract. If the install base creation process was not completed during registration, MCs may be missing from report.

Each instance (equipment number) of a server or gateway product material code (MC) is technically on-boarded and as a result one or more Solution Elements associated with the equipment number may be created. Each of these Solution Elements (SE) represents primarily a serviceable product feature and stores connectivity and alarming data for the corresponding product sub-system if such information exists.

In general, a software license MC is not registered as an SE. Instead, it is simply recorded in the service support system as an IB asset. Each of the IB assets has its asset entitlements given to it by the service offers or maintenance line items contracted for the product.

Only IB assets that have been TOB and are flagged as a pollable SE can be polled for inventory data collection. IB assets that have been TOB can be polled for preventive health checks. Note when there is multiple SEs representing a product, it is usually sufficient to poll just the main server.

For detailed information about the registration process and specifically technical onboarding, please visit https://support.avaya.com/registration.

Fields Used:
- Polling Status:
  - Asset Number – Identifying the unique Siebel asset record via which polling take place.
  - SE Code – Solution Element Code
  - Recent Poll Results – Displays results of most recent poll for all PIE asset with link to KB article.
  - SEID in PIE – Solution Element ID
  - Recent Poll Date – Date of most Recent Poll
  - Last Successful Full Poll – Date and time of last successful full poll
  - Last Successful Quote Poll – Date and time of the last successful quote poll
  - Successful Poll for Quoting – A “Yes” or “No” flag indicating whether a pollable device has polled successfully within the acceptable quoting timeframe.
  - Last ACSBI Polling SR – SR number of the last ACSBI SR
  - SR Status – Status of the latest SR
  - Latest Status Change – Date and time of last SR status change
- **Create SR** – URL to create an SR for this SE
- **SW Release** – Release number of the call center software.
- **Total CM Stations** – Number of stations per polling.
- **CM Station Breakdown** – A breakdown of each license type and quantity of CM stations. (Enterprise-2050, Base 50)
- **Call Center Package** – Package number of the call center.
- **Call Center Agents** – Number of call center agents allowed
- **X Mobility** – Number of X Mobility agents
- **EC500** – Number of EC500 agents available
- **Administered IP Ports** Total administered IP Ports

**Product Information**
- **SAP_MPC** – A unique identifier used to group similar products. SAP Product Maintenance Pricing Code.
- **IPP Class** – (Investment Protection Program) - application-based grouping where IPP eligible licenses are mapped
- **Product Material Code** – A unique identifier associated to a product. Each sale item is an instance of the product defined by a SAP material code.
- **Product Material Description** - A short description of the product.
- **HW/SW Indicator** – Indicates whether material code is Hardware or software
- **Subscription Y/N** – Identifies whether the material code is a subscription material code
- **IB Quantity** - The number of the product items per SAP Install Base
- **PLDS Total Qty** - The total number of product licenses per PLDS system
- **PLDS Activated Qty** – Number of Activated licenses per PLDS
- **PLDS Available Qty** – Number of Available (not Activated) licenses per PLDS
- **Maintenance Quote Eligibility** – Quotable if services can be offered. Unquotable if the product is ineligible for support. Included if the code is a child to a bundle or Suite Edition that inherits Quote Eligibility from it’s parent. (i.e. /E – Edition Codes)
- **Contract Number** – Number of the contract. If not under contract the field will be red shaded and show ‘Not Under Contract’.
- **IPP Eligible** – Indicates whether the product is eligible for IPP Credit. Only non-subscription PLDS Activated licenses which are under Active Contract will be considered for IPP credit. If eligible the field will be green shaded. If not eligible the field will be red shaded.
- **Service Offer Code (MPE)** – Material Pricing Element, the code that represents a service offer. Since one product can be supported by multiple service offers, this is a comma separated list.
- **SEID** – Solution Element ID of an asset that maps back to the product equipment number on this row. Because each product instance can be mapped into multiple SE’s, this is a comma separated list for the SEIDs. On the other hand, for each equipment that is Siebel IB asset, if the asset is
  - Registerable - ACSBI displays “Not Onboarded” in red shaded cell.
  - If an asset is not required to be registered, the cell will appear as green shaded and read “Not Required”.
- **Equipment Number** - A unique identifier assigned to each instance of a product installed at a
customer site.

- **Sales Order Number** – The SAP sales order number(s) associated with the product material code and quantity originated. This field includes PLDS license relevant material codes only. Format: SO#-qty;SO#-qty;... (i.e. 123456-20;234564-30)
• Contract Information:
  o **Contract Number** – A unique number identifying the current contract.
  o **Service Offer Code (MPE)** – Material Pricing Element, the code representing a service offer.
  o **MPE Description** – Description of the service offer
  o **Contract Quantity** – Number of IB MC instances being supported by the contract line item.
  o **Polled Quantity** – Number of Polled instances for the MC.
  o **Current / Upsell Opportunity** – Two values can be shown Current or Upsell. "Current" means the product is covered by an active contract. "Upsell" means there is opportunity to sell services on the product as it is not under any type of maintenance support agreement.
  o **Coverage Option** – A short description of the type of support. It can contain the offer name, contracted coverage hours, type of support, etc. For example, "Supt Advtg Preferred" indicates the Support Advantage Preferred maintenance offer has been purchased for the product whereas "Supt Advtg OnSite 24x7" indicates 24x7 Onsite Support has been purchased in addition to the Support Advantage Preferred offer. An example for Utility is "Full Coverage 24x7" which indicates around the clock support for Remote Support, Expert Monitoring, Onsite Support, Parts.
  o **Billing Option** – Displays the customers’ current billing frequency: “Annual – Pre Paid”, “Periodic (monthly)”, etc.
  o **Begin Date** – This is when the current maintenance contract started taking effect.
  o **End Date** – This is when the current maintenance contract expires.
  o **Payer Number** – A unique number identifying the party who makes payments to Avaya.
  o **Go-to-Market** – Describes the current contract channel type: "DIRECT", "WHOLE-SALE", "RETAIL" or "CO-DELIVERY".
  o **Maintenance Product Material Code** – Since one service offer may support multiple product material codes in the install base, some material pricing elements may be repeated in multiple rows for these product material codes.
  o **Maintenance Product Material Description** – Description of the product
  o **SA SSI or Utility** – Depicts which maintenance option the asset is covered under – “SA”, “SSI”, “Utility” or “Not_SA_SSI_UT”.
  o **Serviced By** – The resource that performed service.
  o **BP SoldTo** – This is the specific BP SoldTo for the contract in the row being reported
  o **BP Name** - This is the associated BP name to the BP SoldTo
  o **Distributor SoldTo** – This is the specific Distributor for the contract in the row being reported
  o **Distributor Name** – This is the Distributor name for Distributor SoldTo
• Detailed IPP Information:

This section will **only include additional IPP details for the records in the Product section that are IPP Eligible and have PLDS Activated Qty greater than 0.**

**IPP Eligible** is being derived using IPP Class, Contract Number and Subscription column values. (If the material code has a value in IPP Class AND Contract Number column on the QPR is “Under Contract” and the Subscription Yes/No value is No, set IPP Eligible value to “Yes”)

The section is grouped/sorted by Host ID and then IPP Class

- **Host Name** – PLDS Host Name from Activation Record
- **Host ID** – PLDS Host ID from Activation Record
- **SAP MPC** – From Product section record
- **Additional Sold To on Host** – Displays additional Sold To’s associated with the same Host ID in PLDS. If you want to see the details for Additional Sold To’d you will need to request QPR for each.
- **IPP Class** – From Product section record
- **Product Material Code** – From Product section record
- **Product Material Code Description** – From Product section record
- **PLDS Total Qty** – From Product section record (includes both Active & Available)
- **PLDS Activated Qty** – From the Activation record. This is the quantity activated on the Host for the report Sold To.
- **Contract Number** – From Product section record (can be multiple)
- **Contract Qty** – Quantity associated with product on the contract.
- **IPP Eligible Qty** - Lesser of “PLDS Activated Qty” in this section or Contract Qty
- **Coverage Option** – Contract section coverage option. If there are multiple services on the same contract/product the services are concatenated.
- **IPP Credit to Apply** – Support Coverage Rules for IPP Credits.
  - Licenses with SA or SS or Pass or Utility, Traditional – 20%
  - Licenses with SA and UA, or SS+U or Pass+ - 40%
- **Totals by IPP Class** - Output as separate line at end of each Host ID/IPP Class section.
  - IPP Class value, Sum total of IPP Eligible Qty for each record in the section (Host/IPP Class)
- **IPP Credit To Apply** - set to the value associated with the majority of records in the section (either 20 or 40%). For example, if there are a total of 10 records associated with Host/IPP Class and 6 have 20% and 4 have 40%, the value will be set to 20%

• Eligible (Unconverted) Service Offers:

- **Service Offer Code** – A unique number representing a service offer for a given SAP material code. Also known as material price element.
- **SA Offer** – Displays which SA offer an asset possesses.
- **Offer Description** – A short description of the offer.
- **Quantity** – The number of service offer codes. Note, this quantity should match the product quantity referenced in the product information section of this report.
- **Product Material Code** – A unique identifier associated to a product. Each sale item is an instance of the product defined by a SAP material code.
- **Product Material Code Description** – A short description of the product
• Technical On-Boarded (TOB) Assets
  o **SEID** – Line Directory Number or Solution Element ID is used interchangeably as a unique ID to identify a product that may have connectivity. If a material code is “technically onboardable” or remotely accessible for support it is expected to have an SEID related to it. Having an SEID indicates that the record building phase of registration has completed.
  o **Seibel Material Code** – Value stored in the Product-ID field of the asset record. o **Material Code Description** - Product description.
  o **SE Code** – A product may have multiple Solution Element Codes, each of which is represents a supportable feature/ component of the product.
  o **SID** – System ID identifying a network of Solution Elements. This is system generated through registration and is meant to represent an ID for the overall solution.
  o **MID** – Module ID identifying the hierarchical level of Solution Elements in a network. For example MID 1 = the main system.
  o **Equipment Number** – A unique identifier assigned to each instance of a product installed at a customer site.
  o **Asset Number** – A unique identifier that identifies the Seibel Asset
  o **Asset Creation Date** – The date when the asset was first created in Seibel
  o **Seibel Registration Flag** – Maps to the Registration Field in Siebel which indicates if an asset has been fully and properly registered.
  o **GRT Parent of Child MC?** – Displays whether the material code is a “parent” material code or a “child” material code.
  o **Asset Entitlements** – Strings representing the service entitlements given by the offer.
  o **Asset Creation Date** – The time when the service asset representing the registered product or the PLDS license is created in the service support system (Siebel). This is a timestamp for when the records building piece of technical onboarding completed.
All Product Requote Warehouse (SA)

The only difference between this report and the below report (Utility) is that this report will show material/maintenance codes and quantities related to our Support Advantage offers rather than Utility.

Fields Used:

- **Sold to**: Account number (unique to the specific location address) where Install base currently resides
- **Material Code**: 6 or 9 digit numerical code used to define the Equipment Hardware and Software – could also be used in reference to the Maintenance codes need for Support Advantage or Utility coverage.
- **Quantity**: Current Quantity of Equipment Hardware and Software per Material code
- **Offer Type**: Offer Type available for the existing install base
- **MPC or Product Family**: Overall Material Class the product resides in
- **Last Successful Poll**: When the ACSBI tool successfully completed a polling process of the System
• **Last Successful Poll for Quoting:** If this date is within 90 days of the date you pulled the report, you can use this report for quoting purposes. If no date exists or the date exceeds 90 days, a new poll would be required for quoting.

• **LDN:** Refers to the phone number used to dial into the switch for polling purposes, and can also be the SEID (Solution Element ID) for the corresponding material code (a unique ID for the device).

• **Successful Poll for Quoting:** If this shows “Yes” – this was successful to be used for quoting, if “No” then the polling was not successful to be used for quoting purposes and a re-poll would be recommended.

![Excel spreadsheet image](image-url)
All Product Requote Warehouse (Utility)

The only difference between this report and the above report is that this report will show material/maintenance codes and quantities related to our Utility offers rather than Support Advantage.

**Fields Used:**
- **Sold to:** Account number (unique to the specific location address) where Install base currently resides
- **Material Code:** 6 or 9 digit numerical code used to define the Equipment Hardware and Software – could also be used in reference to the Maintenance codes need for Support Advantage or Utility coverage.
- **Quantity:** Current Quantity of Equipment Hardware and Software per Material code
- **Offer Type:** Offer Type available for the existing install base
- **MPC or Product Family:** Overall Material Class the product resides in
- **Last Successful Poll:** When the ACSBI tool successfully completed a polling process of the System
- **Last Successful Poll for Quoting:** If this date is within 90 days of the date you pulled the report, you can use this report for quoting purposes. If no date exists or the date exceeds 90 days, a new poll would be required for quoting.
- **LDN:** Refers to the phone number used to dial into the switch for polling purposes, and can also be the SEID (Solution Element ID) for the corresponding material code (a unique ID for the device).
- **Successful Poll for Quoting:** If this shows “Yes” – this was successful to be used for quoting, if “No” then the polling was not successful to be used for quoting purposes and a re-poll would be recommended.
SAP Siebel IL03 – EXCEL

**Fields Used:**
- **Sold to:** Account number (unique to the specific location address) where Install base currently resides
- **Date:** Date the report was pulled
- **Material Code:** 6 or 9 digit numerical code used to define the Equipment Hardware and Software
- **Quantity:** Current Quantity of Equipment Hardware and Software per Material code
- **Equipment ID:** System Generated ID used for internal information
- **Material Description:** Description of the Material Codes for Equipment Hardware and Software

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>E</th>
<th>F</th>
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<tbody>
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</tr>
</tbody>
</table>
TDM Reconciliation

Generally this report is used for customers with older install bases. The TDM report shows potential Equipment record changes that could be necessary on an End User’s Sold-to.

Fields Used:

- **Sold to**: Account number (unique to the specific location address) where Install base currently resides
- **Date**: The date the report was run
- **Total PIE Equipped Ports**: If pollable in PIE, this would show how many pollable ports show up in PIE
- **Total SAP Equipped Ports**: This is the number of pollable ports which reside on SAP install base
- **Product**: The type of product which is polling
- **SAP Material Code**: 6 or 9 digit numerical code used to define the Equipment Hardware and Software on SAP install base
- **SAP Description**: Material description which shows in SAP corresponding with the Material Code
- **PIE Count**: Quantity of Material showing in PIE
- **SAP Count**: Quantity of Material showing in SAP
- **SAP Adjustment**: Possible correction which might be needed on the SAP install base. Additions or deletions of material codes could be necessary to correct SAP Install base.
- **Potential Material Code(s)**: Potential material codes which could reside in SAP and need corrections.

### TDM Reconciliation CSV Report

<table>
<thead>
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<th>Sold-To</th>
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<td>11/05/2013 11:55:59</td>
</tr>
</tbody>
</table>

**Note:** No PIE data exists for this Sold-To!

<table>
<thead>
<tr>
<th>Total PIE Equipped Ports</th>
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</thead>
<tbody>
<tr>
<td>Total SAP Equipped Ports</td>
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</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Product</th>
<th>SAP Material Code</th>
<th>SAP Description</th>
<th>PIE Count</th>
<th>SAP Count</th>
<th>SAP Adjustment</th>
<th>Potential Material Code(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Boards</td>
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<td></td>
</tr>
<tr>
<td>MM711</td>
<td>700466626</td>
<td>MM711 ANLG MEDIA MODULE - NON GSA</td>
<td>1</td>
<td>(-)1</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

(List of ALL PIE Records) (+ ALL Matching SAP Records)
UC-CC Port Data Report

The UC-CC Port Data Report shows the TDM port data from PIE on an FL. This report can be selected from the Design and Renewal area under Ad Hoc reports.

**Fields Used:**

- **Date:** The date the report was run.
- **FL:** Account number (unique to the specific location address) where Install base currently resides.
- **SEID:** Line Directory Number or Solution Element ID is used interchangeably as a unique ID to identify a product that may have connectivity. If a material code is “technically onboardable” or remotely accessible for support it is expected to have an SEID related to it. Having an SEID indicates that the record building phase of registration has completed.
- **SE Code:** Solution Element Code.
- **Last Successful PIE Poll Date:** When the PIE tool successfully completed a polling process of the System.
- **Software Version:** Software Version of the product polled, in this case Definity/Communication Manager (CM).
- **Station Trunks Used:** Quantity of Stations and Trunk Ports in use at the time of poll. This references UC (Unified Communication) Station and Trunks ports.
- **Max Stations Used:** Maximum stations used.
- **Log Agents Used:** This references the total administered CC (Contact Center) Agents at the time of poll.
- **CM TDM Ports:** This references the maximum port capacity available for use.
- **Definity TDM Ports:** This references the maximum port capacity available for use.

---

UC, CC, and Port Data Report

Report Created: 1/15/2015 3:48:52 PM

<table>
<thead>
<tr>
<th>FL</th>
<th>SEID</th>
<th>SE Code</th>
<th>Last Successful PIE Poll Date</th>
<th>Stations Trunks Used</th>
<th>Max Stations Used</th>
<th>Log Agents Used</th>
<th>CM TDM Ports</th>
<th>Definity TDM Ports</th>
</tr>
</thead>
<tbody>
<tr>
<td>0003637505</td>
<td>(303)297-1302</td>
<td>GWS</td>
<td>2011-10-05 03:02:53</td>
<td>G3V8i.02.0.0034.5</td>
<td>1912</td>
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</table>

Generated by GLOBAL\agsbiservice on [1/15/2015 3:48:52 PM] via ACSBI Data Warehouse

Avaya Inc.– Confidential.

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SAP ZTSV

**Fields Used:**

- **FL:** Account number where Install base currently resides (Could also be referred to as Sold-to number, unique to the address of the customer).
• **Name:** Name of Customer  
• **Address, City, State, Zip, Region:** Address where the customer’s account resides  
• **True Up Anniversary Date:** Date account will automatically true up if applicable for the account  
• **Last True Up:** If a true up has occurred on the site, this would list the last date it occurred  
• **Next True Up Date:** If true up is scheduled, this would show a pending date for the next true up  
• **Status:** If the true up was successful or not  
• **Contract Information:** This would show any existing contract listed on the account  
  o **Quantity:** Quantity covered under contract  
  o **MPE:** Maintenance pricing element code currently on the record  
  o **Material Description:** Material codes which the Contracts are associated with  
  o **Billing Option:** How the customer gets billed (prepaid, annual, quarterly, monthly)  
  o **Begin Date:** Date contract began  
  o **End Date:** Date contract is scheduled to expire or renew  
  o **Contract:** Contract number associated with the billing  
  o **Payer:** Payer the contract is billing to  
  o **Channel Type:** Tells whether the channel is Direct/Wholesale/Retail/Co-delivery  
• **Equipment Information:**  
  o **MPC:** Material pricing code description  
  o **Material Code:** 6 or 9 digit numerical code used to define the equipment hardware and software on SAP install base  
  o **Description:** Description of material codes – hardware and software  
  o **Quantity:** How many of the materials are on the Install Base  
  o **Warr Start:** If warranty is on records and if so when the warranty began  
  o **Warr End:** If warranty is on records and if so when the warranty will end  
  o **Ports (DOM):** Port count for domestic US  
  o **Ports (INT):** Port count for international (Non US)
### Without Contract

#### ZTSV Report

**Report Created:** 6/24/2014 3:13:05 PM

**Customer Information**

<table>
<thead>
<tr>
<th>Unit</th>
<th>Primary Contact</th>
<th>Address</th>
<th>City</th>
<th>State</th>
<th>Zip</th>
<th>Theater</th>
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</thead>
<tbody>
<tr>
<td>0023133566</td>
<td>OTIS ELEVATOR COMPANY</td>
<td>4403 E BASELINE #263</td>
<td>PHOENIX</td>
<td>AZ</td>
<td>85042</td>
<td>US &amp; Gov</td>
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</table>

**Contract Information:**

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<tr>
<th>QTY</th>
<th>MPEC</th>
<th>Material Description</th>
<th>Coverage Option</th>
<th>Billing Option</th>
<th>Begin Date</th>
<th>End Date</th>
<th>Contract Number</th>
<th>Payor</th>
<th>Channel Type</th>
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</thead>
<tbody>
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<td>Full Coverage 8x8</td>
<td>Annual Pre-Paid</td>
<td>03/28/2013</td>
<td>03/31/2014</td>
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<td>Full Coverage 8x8</td>
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<td>03/28/2013</td>
<td>03/31/2014</td>
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<tr>
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<td>Full Coverage 8x8</td>
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<td>03/28/2013</td>
<td>03/31/2014</td>
<td>1000593266</td>
<td>RETAIL</td>
<td></td>
</tr>
</tbody>
</table>

**Equipment Information:**

- Note: Warranty Start and End is for equipment warranty, not Service Contract related.
How to Create a Polling Ticket

US Polling Job Aid
Polling issues can occasionally cause inaccuracies in ACS BI reporting. To help mitigate those situations, there is a US Polling Job Aid available to you. This document outlines how to resolve polling issues on your own, how to report issues, and how/when to open cases with our support team.

You can download the US Polling Job Aid using the link below.

https://support.avaya.com/css/P8/documents/100156577

Frequently Asked Questions

Why doesn’t the Maintenance Offer code map to any product material code?
- If it isn’t an Avaya tracking code please contact acsbi@avaya.com for support to determine next steps.

Why doesn’t the Solution Element code map to a product material code?
- Please contact acsbi@avaya.com for support to determine next steps.

Why doesn’t the Solution Element code have a corresponding maintenance offer or asset entitlement yet it is still being polled?
- Typically Avaya doesn’t poll products unless they are covered under some type of maintenance. Please contact acsbi@avaya.com for support to determine next steps.

Why doesn’t the product material code have a corresponding solution element code that has been polled?
- If the product is pollable please contact acsbi@avaya.com for support to determine next steps.

Why is the SEID repeated so many times?
- One product material code can have multiple SEIDs assigned to it, for example VCM SE Code.

Is it an error to find product MC’s that do not have any offer associated with it?
- Not necessarily these products are no longer quotable but may not yet be in the end-of-service-support state