ACSBI Registration Reports User Guide

ACSBI Program Overview

The ACSBI Portal provides Avaya, its Customers and Partners, a platform for decision making by managing business data and providing historical, current, and future views of service delivery and customer trends.

Major Features and Functionality:

- Design and Renewal Reports
- Product Information Reports
- Registration Reports
- Avaya Software Compatibility Audit (ASCA) Report
- CM Main/Remote Survey
- On-demand Polling of product information for quoting purposes
- Self-service connectivity ticket creation for polling
- Customer Authorization Tool Reporting
- Adhoc Report Generation
- Functional Location/Sold-to Search
- FL/Sold-to List Management
- Report List Management
- Report Archival

ACSBI Direct Access URL: https://acsbi.avaya.com/
ACSBI information Portal: https://support.avaya.com/acsbi

Table of Contents

1   User Guide Introduction

This user guide currently contains the following Registration reports and Topics:

  a. Registration Status Report
  b. SEID Report
  c. Equipment Removal Report
  d. Managing Report and FL Lists

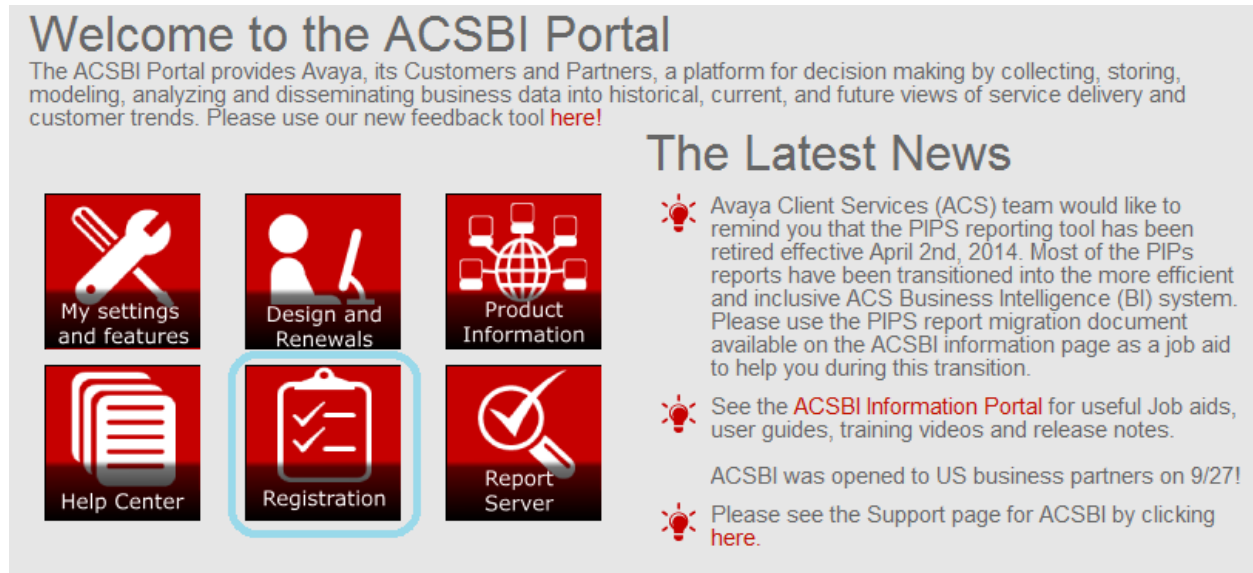A description and guide for each report is outlined below.

2   Registration Status Report

2.1 Introduction

Registration Status Report allows self-auditing for business partners to ensure they are registering with best practices, and a more comprehensive aid to allow for records clean up and serviceability readiness.

2.2 How to generate Registration Status Report?

a. Login to ACSBI at https://acsbi.avaya.com using your Avaya user SSO username and password.

b. Click on "Registration" icon on the ACSBI Landing Page.

c. Click on "Ad Hoc Reports" icon on "You Selected Registration" page.

d. Check the check box beside "Registration Status Report" to select it and Click Next.

Report Wizard
Step 1 of 4: Select your reports (click on the Name to open the User documentation for that report)

Ad Hoc Report Requests. Select individual reports for this business area without using Report Lists.

BACK   NEXT

Select	Name	Description	ID	selected	Max FLs for Excel Output
☐	Equipment Removal Compliance Report	This report displays suspected equipment that may be removed from GRT using criteria such as last SR created, last poll received, last time under maintenance and last alarmed date	59	0	450
☑	Registration Status Report	Registration Status Report	54	0	500
☐	Seid Report	The SEID report pulls all SEIDs for selected FLs and orders them in a way that's logical to the customer's solutions. It includes helpful information on remote access connectivity status, registration, SAL version and SAL managed element counts and more. If a SEID's connectivity is in trouble, the report will also provide a link to a specific actionable article within the Avaya Knowledge Base to resolve the connectivity issue.	57	0	500

e. Enter the FLs/Sold-To's you want to look up separated by newlines (Enter key) then click next. (User needs GRT permissions to view data associated to the FLs)

Name	Description	Max FLs allowed
Registration Status Report	Registration Status Report	500

BACK   NEXT

MANAGE LISTS

Or, type in a list of FLs with CR/LF between them. This will override your FL List selection.

You are requesting an Ad Hoc Report Package. You may use an FL list created for this, or you may proceed without one. Without an FL list selected, you must enter one or more FLs into the FL entry box below to proceed.

f. On the Registration Status Report Line, click the "Add Filters".

Step 3 of 4: Input Additional Filters

Some reports require parameters to be set, please click each reports Add Filters link to provide additional filters

YOUR SELECTED REPORTS

Name	Description	Max Fls allowed	Additional Filters
Registration Status Report	Registration Status Report	500	Add Filters

BACK

g. Enter "Create Date From", and "Create Date To", Click "Save and Return".

Create Date From: *   06/01/2014
Create Date To: *   09/09/2014   Max 1 yr
Install Base Status: All
Tech Onboarding Status: All
Equipment Removal Status: All
Company Name: [   ] % is wild

SAVE AND RETURN

h. You can also apply additional filters for your report. For example, you can select "Completed" from "Tech Onboarding Status" to see only registrations that are completed.

i. the "Company Name" allows case insensitive text with wildcard searching capability, for example, if you enter "A%YA", any sites in the FL list that contain Avaya, AVAYA, A11Ya, etc. in the Site Name will be included in the output.

Report Wizard
Filters for: Registration Status Report

Please note: The maximum period for this report is a maximum of 1 year
Data is refreshed daily at 4:00am MST

Create Date From: *   06/11/2014

Create Date To: *   09/11/2014   Max 1 yr

Install Base Status: Completed

Tech Onboarding Status: All

Equipment Removal Status: All

Company Name: a&ya   % is wild

SAVE AND RETURN

i. You should be prompted that "All parameters are inputted", click "Next".
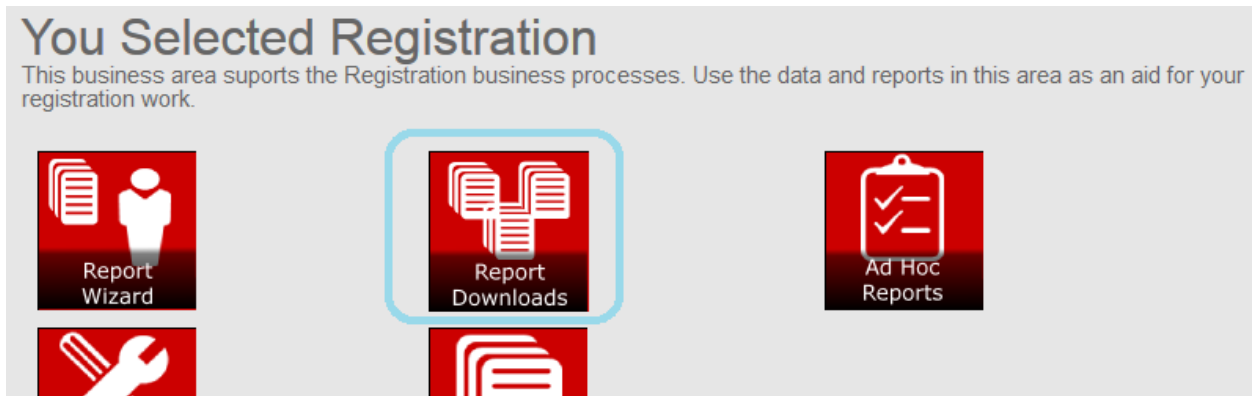
Name	Description	Max Fls allowed	Additional Filters
Registration Status Report	Registration Status Report	500	Add Filters

BACK   **NEXT**

All parameters inputted, you may continue to the next step

j. Go with default name or name the package "##XXXX###" and click "Submit".

REPORT PACKAGE NAME: Demo_Gu1

BACK   **SUBMIT**

YOUR SELECTED REPORTS

Name	Description	Max Fls allowed
Registration Status Report	Registration Status Report	500

Report Options Selected: None (default Report formats).

YOUR SELECTED FLS

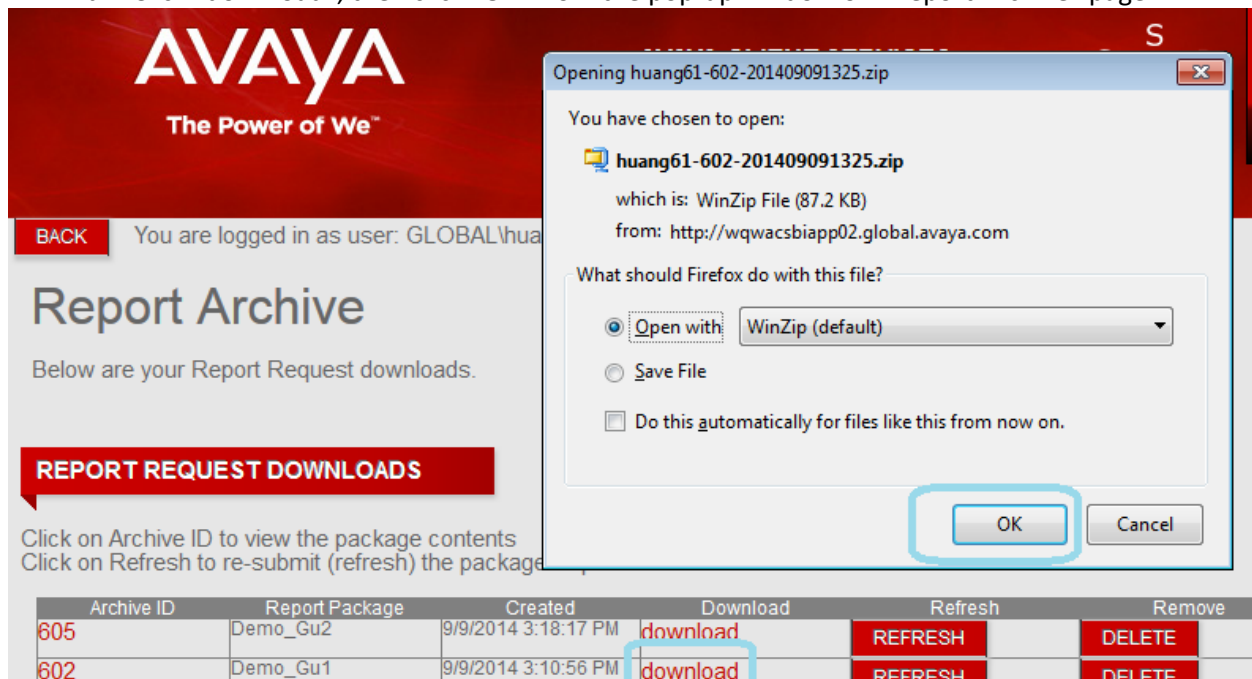| FL	Name	Address	City	State	Zip
0050510025	TEMPE UNION HIGH SCHOOL DISTRICT	16440 S 32			85048
	GREENVILLE UNIV				
	CAPITL BL				50005

k.   You should receive an email with a URL to your report once the report is finished processing.

2.3   Understanding Registration Status Report and Next Steps

a.   This report will show "Report Downloads" on "You Selected Registration" page.

b.   Click "download", then click "OK" from the pop-up window on "Report Archive" page.

c.   Report looks like this.

Registration Report

Date: 9/9/2014 3:13:05 PM

REG ID	REGISTRATION TYPE	REGISTRATION NAME	REGISTRATION NOTES	DATE CREATED	CREATED BY NAME	CREATED BY EMAIL	DATE UPDATED	LAST UPDATED BY	NOTIFICATION CON

d. Fields descriptions

Field	Description
• Registration ID	• Unique ID for each registration
• Registration Type	• Purpose of registration: TOB, E2E Registration, ex.
• Date Created	• The date registration is entered in GRT
• Created By Name	• The person who entered registration
• Created By Email	• Email address of the person
• Last Updated By	• The last person that updated the registration data
• Last Updated By Email	• Email address of the person
• Notification Contact Name	• Name of the person to notify when there is an update
• Install Base Status	• Not initiated, In process, Saved, Cancelled, or Completed.
• Tech Onboarding Status	• Not initiated, In process, Saved, Cancelled, or Completed.
• Equipment Rem. Status	• Not initiated, In process, Saved, Cancelled, or Completed.

3   SEID Report

3.1   Introduction

The SEID Report allows users to view the asset records that are built and remotely serviceable by pulling SEID asset data from Seibel. The SEID report pulls all SEIDs for selected FLs and orders them in a way that's logical to the customer's solutions. It includes helpful information on remote access status, registration, SAL version and managed element counts and more. If a SEID's connectivity is in trouble, the report will also provide a link to a specific actionable article within the Avaya Knowledge Base to resolve the connectivity issue.

3.2   How to generate SEID Report? (Video at https://youtu.be/XMGkGtmEzRs)

a) Login to ACSBI at https://acsbi.avaya.com using your Avaya user SSO username and password.

b) Click on "Registration" icon on the ACSBI Landing Page.

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

- Avaya Client Services (ACS) team would like to remind you that the PIPS reporting tool has been retired effective April 2nd, 2014. Most of the PIPs reports have been transitioned into the more efficient and inclusive ACS Business Intelligence (BI) system. Please use the PIPS report migration document available on the ACSBI information page as a job aid to help you during this transition.
- See the ACSBI Information Portal for useful Job aids, user guides, training videos and release notes.

  ACSBI was opened to US business partners on 9/27!
- Please see the Support page for ACSBI by clicking here.

Icons: My settings and features | Design and Renewals | Product Information | Help Center | Registration | Report Server

c) Click on "Ad Hoc Reports" icon on "You Selected Registration" page.

You Selected Registration
This business area suports the Registration business processes. Use the data and reports in this area as an aid for your registration work.

Icons: Report Wizard | Report Downloads | Ad Hoc Reports | Applications and Surveys | Help Center

d) Check the check box beside "SEID Report" to select it and Click Next.

Report Wizard
Step 1 of 4: Select your reports (click on the Name to open the User documentation for that report)

Ad Hoc Report Requests. Select individual reports for this business area without using Report Lists.

BACK NEXT

Select	Name	Description	ID	selected	Max FLs for Excel Output
☐	Equipment Removal Compliance Report	This report displays suspected equipment that may be removed from GRT using criteria such as last SR created, last poll received, last time under maintenance and last alarmed date	59	0	450
☐	Registration Status Report	Registration Status Report	54	0	500
☑	Seid Report	The SEID report pulls all SEIDs for selected FLs and orders them in a way that's logical to the customer's solutions. It includes helpful information on remote access connectivity status, registration, SAL version and SAL managed element counts and more. If a SEID's connectivity is in trouble, the report will also provide a link to a specific actionable article within the Avaya Knowledge Base to resolve the connectivity issue.	57	0	500

e) Enter the FLs/Sold-To's you want to look up separated by newlines (Enter key) then click next. (User needs permissions to view data associated to the FLs)

f) Go with default name or type in the name the package "##XXXX###" and click "Submit".

g) You should receive an email with a download URL to your report once the report is finished processing.

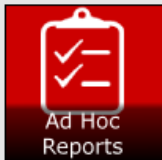## 3.3   Understanding SEID Report and Next Steps

a) This report will show "Report Downloads" on "You Selected Registration" page.

b) Click "download", then click "Open" from the pop-up on "Report Archive" page.

Report Archive

Below are your Report Request downloads.

REPORT REQUEST DOWNLOADS

Click on Archive ID to view the package contents
Click on Refresh to re-submit (refresh) the package request

Archive ID	Report Package	Created	Download	Refresh	Remove
145836	cvp08202015-055538	8/20/2015 5:55:44 AM	download	REFRESH	DELETE
145810	cvp08192015-180413	8/19/2015 6:04:16 PM	download	REFRESH	DELETE
145662	cvp08192015-123419	8/19/2015 12:34:22 PM	download	REFRESH	DELETE
145622	cvp08192015-111245	8/19/2015 11:12:52 AM	download	REFRESH	DELETE
145520	CRTS Excel Testxm08182015 194126	8/18/2015	download		

c) Report has two tabs and looks like this:

Graphs (Tab 1)

Details (Tab 2)

AVAYA

Seid Report

SEID	KB Resolution	RA Status	FL	FL Name	SE Code	Product Name	Material Code
(000)031-6953	7012	NotEntitled					
(000)154-3240	1000	Healthy					
(000)239-8294	7012	NotEntitled					
(000)273-9316	7012	NotEntitled					
(000)274-7601	7012	NotEntitled					
(000)275-9679	8002	Ignore					
(000)280-4381	7012	NotEntitled					
(000)283-4744	7000	NotEntitled					
(000)284-7705	8002	Ignore					
(000)543-7625	3060	Onboarded					
(000)577-6987	8002	Ignore					
(000)577-6988	8002	Ignore					

d) Graph Description

Graph	Description
Remote Access Status 673 (49 %) 185 (13 %) 50 (4 %) 5 (0 %) 466 (34 %) Healthy / No Recent Connection / Onboarded / Registered / Unknown	The *Remote Access Status* graph shows the count and percentages of the 5 main status/stages of connectivity. Healthy, Onboarded, Registered, No Recent Connection, and Refused. This gives you a quick view of current status. Note: The assets not entitled for support as well as any assets we know can be safely ignored are not included in this graph. However, you will see all statuses included in the detail view as applicable.
Compared to other Avaya Customers 98% 60% 0% 20% 40% 60% 80% 100% Best In Class / You	The *Compared to other Avaya Customers* graph shows the percentage of Healthy Connections for the report sample you have just run and how it compares to the Best in Class Avaya Customer population.

e) Field Descriptions

Field	Description
SEID	Solution Element ID: Used as a unique ID for connectivity and alarm data
KB Resolution	This is a hyperlink to Knowledge Base (KB) articles as it relates to the Remote Access (RA) Status for the given asset. If the connection is healthy a KB article is not applicable. The possible results categories are below: • 1xxx – Healthy • 2xxx – No Recent Connection • 3xxx – On-boarded • 4xxx- Registered • 5xxx- Refused • 7xxx- Not Entitled • 8xxx- Ignore • 9xxx- Unknown

	Note: Specific KB articles are used for each scenario in a given category. 3041 is one of several 3xxx On-boarded scenarios. The exact scenario number links to a KB article specific to the 3041 circumstances. (A table with all scenarios and links can be found later in this document) When a device is connected to more than one SAL Gateway and those connections have different statuses, we use the minimum (best) Scenario Number logic.
RA Status	Remote Access Status – RA Status. This color coded field is meant to provide a status on remote access capability. The possible results are: • Healthy • No Recent Connection • Onboarded • Registered • Refused • Not Entitled • Ignore • Unknown
FL	Functional Location in SAP
FL Name	Name of customer's Functional Location in SAP
SE Code	Solution Element Code: The solution element code is a high level description of the system in ten characters or less and maps to the Asset material code. Note: multiple material codes in the same family can be mapped to the same solution element code.
Product Name	Name of product associated with given SEID
Material Code	SAP material code ID (SKU)
Asset Nickname	Free form text area used to label a device in Avaya's Seibel Ticketing System
Alarm ID	ID tagged on incoming alarms for this device
IP Address (RASIP)	IP address of the device on the customer's network
Customer IP Address (SAL GW(s) if applicable)	For SAL devices, this is the SEID of the gateway device that this device connects to
RFA SID	License file number associated to the product at time of the order. It can contain the System Identifier (SID) generated from RFA for CM 6 or PLDS license for CM 6 and later.
RFA MID	License file number associated to the product at time of the order. It can contain the Module Identifiers (MID) generated from RFA for CM 6 or PLDS license for CM 6 and later.
Registration Field	Identifies the status of registration request: • Tech OnBoarding Comp w/ Alarms: This value indicates that the asset has been oboarded for the highest level of serviceability and that BOTH remote connectivity and alarming (with test alarm) have been successfully tested by the technical onboarding team. • Tech OnBoarding Comp W Cnect: This value indicates that the asset has been onboarded for the remote connectivity only and that alarming was not configured, due to the product not supporting alarming, no support entitlement for alarm monitoring, and/or the customer choosing not to have Avaya monitor alarms on this asset.

	• Record Building Complete: This option is automatically selected by the system, once the technical onboarding (Step A) SEID creation step is completed. This is a systematic indication that SEIDs were successfully created in Siebel and have corresponding SAP material codes but HAVE NOT yet officially been configured or tested for SAL remote access or alarming.
	• Technically On-Boarded: This is a Pre GRT 3.0 status which used the below logic to judge whether something was technically onboarded or not.
	• Record Building In Process: This value indicates that a GRT user has selected and submitted their initial technical onboarding request but the SEID creation is not yet complete.
	• Tech OnBoarding Comp wo Cnect: This value is meant to indicate that the asset has gone through full registration and onboarding, but the customer has chosen not to configure the asset for connectivity.
	• No Connectivity Information: Denotes that no SEIDs have been generated, and therefore no connectivity information can be detected.
Registration ID	Seven digit number created by GRT that documents a registration session. Once the registration ID is created by GRT, then an Install Base creation request can be submitted.
	If no registration ID can be found, this will read ""Registered Outside of GRT"
Notification Contact Email	Name of the person to notify when there is an update
	If no notification contact email can be found, this will read "Registered Outside of GRT"
Created By Email	Email address of the person who submitted the registration ID
	If no created by email can be found, this will read "Registered Outside of GRT"
Connectivity Type	Identifies the mode in which a device is connected to the Avaya network. The following values are available • SSG: Secure Services Gateway, a dedicated IP address captured on Service IP. • SAL: Avaya's remote connectivity technology • SSLVPN: Using the customer's private IP address for connectivity • Point-To-Point Protocol (PPP): Internet connection protocol used to establish a direct connection between Avaya and customer products over dial-up modem device. • Modem: Connection through a device that enables customer to transmit data over a telephone line that is connected to another modem. • No Data: No data for connectivity is provided, or data is present but it does not meet the syntactic validation rules.
Modem Number	Displays the modem number only if the associated connectivity type is point-to-point protocol (PPP), or modem. For all other connectivity types this field is left blank.
SAL Version	If SE Code is SALGW or VSALGW the SAL Version will be reported if available.
SAL Managed Element Count	If the SE Code is SALGW or VSALGW the SAL ME count will be reported if available.
Last SAL HB	Date field for last SAL heart beat (HB)

Last RA HB	Date field for last time remote access heart beat was established between the configured SAL Gateway
Last PIE Poll	Date field for last time Avaya successfully polled the device for information.
Last RA Time	Date field for last time remote access was established.
GW SEID	GW SEID is the SEID of the SAL Gateway (GW) that this device is connected to.

f) Below is a table of all the KB article resolutions related to RA Status and links to them.

SCENARIO #	RA Status	Color	KB Article Link	KB ARTICLE ID
1000	Healthy	GREEN	NA	NA
1001	Healthy	GREEN	NA	NA
1002	Healthy	GREEN	NA	NA
2000	No Recent Connection	YELLOW	2000	FAQ107948
2010	No Recent Connection	YELLOW	2010	FAQ108086
2011	No Recent Connection	YELLOW	2011	FAQ108087
2020	No Recent Connection	YELLOW	2020	FAQ108088
2021	No Recent Connection	YELLOW	2021	FAQ108089
2030	No Recent Connection	YELLOW	2030	FAQ108093
2031	No Recent Connection	YELLOW	2031	FAQ108094
2040	No Recent Connection	YELLOW	2040	FAQ108095
2041	No Recent Connection	YELLOW	2041	FAQ108096
2050	No Recent Connection	YELLOW	2050	FAQ108097
2060	No Recent Connection	YELLOW	2060	FAQ108098
2061	No Recent Connection	YELLOW	2061	FAQ108099
2070	No Recent Connection	YELLOW	2070	FAQ108090
2071	No Recent Connection	YELLOW	2071	FAQ108091
3000	Onboarded	ORANGE	3000	FAQ108100
3001	Onboarded	ORANGE	3001	FAQ108101
3010	Onboarded	ORANGE	3010	FAQ108102
3011	Onboarded	ORANGE	3011	FAQ108103
3020	Onboarded	ORANGE	3020	FAQ108104
3021	Onboarded	ORANGE	3021	FAQ108105
3022	Onboarded	ORANGE	3022	FAQ108092
3023	Onboarded	ORANGE	3023	FAQ108748
3024	Onboarded	ORANGE	3024	FAQ108749
3025	Onboarded	ORANGE	3025	FAQ108750
3030	Onboarded	ORANGE	3030	FAQ108106
3031	Onboarded	ORANGE	3031	FAQ108107
3040	Onboarded	ORANGE	3040	FAQ108108
3041	Onboarded	ORANGE	3041	FAQ108109
3050	Onboarded	ORANGE	3050	FAQ108110
3051	Onboarded	ORANGE	3051	FAQ108111
3060	Onboarded	ORANGE	3060	FAQ108112
3061	Onboarded	ORANGE	3061	FAQ108113
3062	Onboarded	ORANGE	3062	FAQ108751
3070	Onboarded	ORANGE	3070	FAQ108114
3071	Onboarded	ORANGE	3071	FAQ108115
3080	Onboarded	ORANGE	3080	FAQ108116

3090	Onboarded	ORANGE	3090	FAQ108118
3091	Onboarded	ORANGE	3091	FAQ108119
4000	Registered	RED	4000	FAQ108120
4001	Registered	RED	4001	FAQ108121
4002	Registered	RED	4002	FAQ108122
4003	Registered	RED	4003	FAQ108123
4010	Registered	RED	4010	FAQ108124
5000	Refused	GRAY	5000	FAQ108125
7000	NotEntitled	BLACK	7000	FAQ108126
7010	NotEntitled	BLACK	7010	FAQ108127
7011	NotEntitled	BLACK	7011	FAQ108128
7012	NotEntitled	BLACK	7012	FAQ108752
8000	Ignore	NONE	8000	FAQ108753
8001	Ignore	NONE	8001	FAQ108754
8002	Ignore	NONE	8002	FAQ108755
8003	Ignore	NONE	8003	FAQ108756
9000	Unknown	NONE	9000	FAQ108757

4   Equipment Removal Compliance Report

4.1   Introduction

The Equipment Removal Compliance Report allows users to view customer equipment that are candidates for record removal.   Based on the following factors, a yes or no recommendation for removal is determined:

1. Last Date Under Maintenance
2. Last Polling Date if applicable
3. Last SR Opened Against the Asset if applicable
4. Last Alarm Date if applicable

It should be noted that the report is intended to serve as a starting point for records validation. Users of the report should also consult the data in GRT to formulate an ultimate removal conclusion.

4.2   How to generate Equipment Removal Compliance Report?

a) Login to ACSBI at https://acsbi.avaya.com using your Avaya user SSO username and password.

b) Click on "Registration" icon on the ACSBI Landing Page.

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- See the ACSBI Information Portal for useful Job aids, user guides, training videos and release notes.

  ACSBI was opened to US business partners on 9/27!

- Please see the Support page for ACSBI by clicking here.

Icons: My settings and features | Design and Renewals | Product Information | Help Center | Registration | Report Server

c) Click on "Ad Hoc Reports" icon on "You Selected Registration" page.

You Selected Registration

This business area suports the Registration business processes. Use the data and reports in this area as an aid for your registration work.

Icons: Report Wizard | Report Downloads | Ad Hoc Reports | Applications and Surveys | Help Center

d) Check the check box beside "Equipment Removal Compliance Report" to select it and Click Next.

Report Wizard
Step 1 of 4: Select your reports

BACK NEXT

Ad Hoc Report Requests. Select individual reports for this business area without using Report Lists.

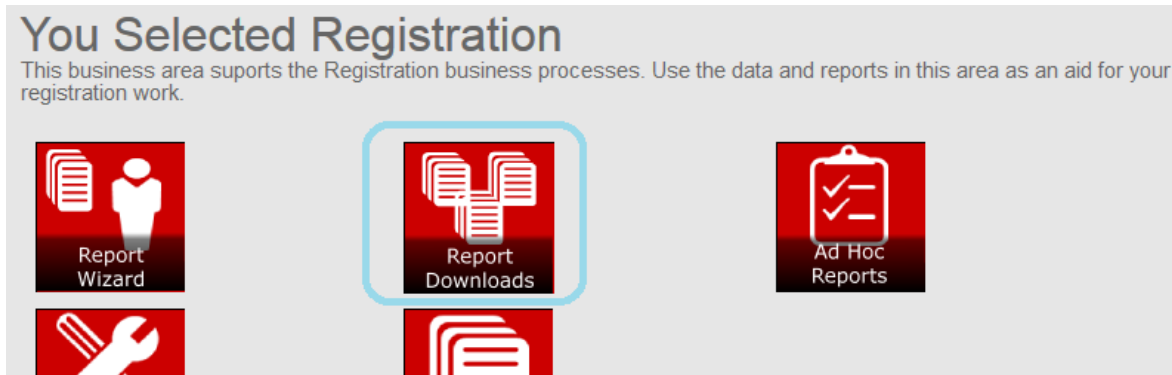| Select	Name	Description	ID	selected	Max FLs allowed
☐	Registration Status Report	The Registration report displays registration data from the GRT Tool	53	0	500
☐	SEID (Record Building) Report	This Report pulls SEIDs information based on selected FLs	56	0	500
☑	Equipment Removal Compliance Report	This report displays suspected equpiement that may be removed from GRT using criteria such as last SR created, last poll received, last time under maintenance and last alarmed date	57	0	500

e) Enter the FLs/Sold-To's you want to look up separated by new lines (Enter key) then click next. (User needs GRT authorization to view data associated with FLs)

f) Click Add Filters

g) Choose the Compliance Time you desire (2-5 years) and click "Save and Return". ACSBI will use the option you choose to identify assets that haven't been covered, serviced, or connected for this time period.

h) In addition, select the checkbox next to "Pruned EQR" if you want to view a shortened version of the report. The shortened version does not contain all of the fields and details presented in the full version, and it is best suited for quick viewing purposes.

Report Wizard
Filters for: EQR Status Report
The EQR compliance report uses contract, service, and connectivity data to suggest equipment that may no longer be used and thus would be a candidate for equipment removal on our report. ACSBI will use the option you choose below to identify assets that haven't been covered, serviced, or connected for this time period (ie if you choose two years, we will analyze what hasn't meet the criteria for a two year period from today). The larger the time period chosen, the more strict the EQR recommendation rules will be.

EQR Compliance Time: 2 Years

Pruned EQR ☑ Select this box if you would like to generate the shortened version of this report

SAVE AND RETURN

i) ACSBI will inform you that all parameters have been inputted. Click "Next".

Report Wizard
Step 3 of 4: Input Additional Filters

Some reports require parameters to be set, please click each reports Add Filters link to provide additional filters

YOUR SELECTED REPORTS

Name	Description	Max Fls allowed	Additional Filters
Equipment Removal Compliance Report	This report displays suspected equpiement that may be removed from GRT using criteria such as last SR created, last poll received, last time under maintenance and last alarmed date	500	Add Filters

BACK NEXT

All parameters inputted, you may continue to the next step

j) Name the package "##XXXX###" and click "Submit".

Report Wizard
Step 4 of 4: Name your report package

REPORT PACKAGE NAME: Test

BACK SUBMIT

YOUR SELECTED REPORTS

Name	Description	Max Fls allowed
Equipment Removal Compliance Report	This report displays suspected equpiement that may be removed from GRT using criteria such as last SR created, last poll received, last time under maintenance and last alarmed date	500

Report Options Selected: None (default Report formats).

YOUR SELECTED FLS

FL	Name	Address	City	State	Zip
000					
000					
000					
000					
000					
000					
000					

k) You should receive an email with a URL to your report once the report is finished processing.

4.3 Understanding EQR and Next Steps

a) This report will show in the "Report Downloads" section on the "You Selected Registration" page.

b) Click "download", then click "OK" from the pop-up window on "Report Archive" page.

c) Report looks like this

FL/SoldTo	Account Name	SEID	Last Date Under Maintenance	Last Polling Date	Last SR Opened Against Asset	Last Alarm Date	Investigate For Removal	Material Code	Existing Quantity	Active Contrac

d) Field Descriptions. Fields that are present in both the full version and shortened version are marked with an asterisk*.

Field	Description
• FL/Sold To*	• The Functional Location of the customer site also the Seibel Account Number
• Account Name	• Seibel Account Name
• SEID*	• Solution Element ID: Used as a unique ID for connectivity and alarm data
• Last Date Under Maintenance	• The date in which an asset was last under maintenance based on the inputted timing parameters • "No Data" means no maintenance data has been found for the time period selected • "Non Expiring" Indicates the user has a non-expiring maintenance contract
• Last Polling Date	• The date in which an asset was last polled based on the inputted timing parameters • "No Data" means a last polled date has not been found or the equipment has never been polled • "N/A" indicates that the item is not eligible to be polled
• Last SR Opened Against Asset	• The date in which a service request was last generated based on the inputted timing parameters • "No Data" means that a date for the last SR opened against the asset cannot be found or there has never been an SR opened against this asset
• Last Alarm Date	• The date in which an alarm was last generated based on the inputted timing parameters. • "No Data" means that the last alarm date cannot be found or this device has never alarmed • "N/A" means that the item is not eligible to

	alarm
• Investigate for Removal	• Based on data in the report, this field depicts whether or not the asset should be looked into further for removal- "Y" if the data meets the criteria for removal and the asset should be investigated "N" if the data does not meet the criteria for removal and thus should not be investigated • This is merely a data aid to help you validate your records and by no means a recommendation from Avaya that this needs to be removed. Your knowledge of the customer's use of the equipment should be held in higher regard that this report.
• Material Code*	• A unique identifier associated to a product. Each sale item is an instance of the product defined by a SAP material code.
• Existing Quantity*	• The number of the product sale items. • It is possible that quantities listed in the report may not match what is in GRT. The report gathers information for this field from Siebel, and any changes made in SAP could take up to eight hours to sync with Siebel and reflect correctly in the EQR report. • Note that GRT picks one random MC to display, while the EQR shows all parent MCs. This could account for any quantity differences between GRT and the EQR.
• Active Contract*	• "Y" if there is an active Seibel agreement associated with the product Material Code, "N" otherwise • Questions regarding the status of a contract should be directed to https://support.avaya.com/contact/
• Material Description*	• The description of the Material Code in the in the "Product ID" field of the Solution Element
• Product Line*	• The "family" or grouping that the asset belongs to.
• SE Code	• A product may have multiple Solution Element Codes, each of which represents a feature of a product.
• SID	• System ID identifying a network of Solution Elements
• MID	• Module ID identifying the hierarchal level of Solution Elements in a network.
• Serial Number	• The hardware serial number of the Seibel Asset

• Asset Nickname	• Nickname given to the asset during implementation. A field that is visible on the support site for a service request
• SAL GW SEID	• If there is a SAL GW being used for this SE, show the SAL GW SEID here
• SAL GW SOLD TO/FL	• The sold to at which the SAL GW above resides. This sold to is sometimes indicating a different site. If there is no SAL GW, the value will show "N/A" here.
• SAL GW ACCOUNT NAME	• The account name of the site that the SAL GW is located at. If there is no SAL GW, the value will show "N/A" here.
• Location*	• Street Number and Name of Asset
• City*	• City in which Asset is located
• State/Province*	• State/Province of Asset
• Zip*	• Zip Code of Asset
• Country*	• Country Asset is located

5   Managing Report and FL lists

5.1   Introduction

Tools inside ACSBI allow for easy management of both Reports and FL lists. By using these tools in the ways described below, users will avoid inputting the same FLs multiple times, and will be able to run multiple reports on chosen FLs simultaneously.

5.2   How to use Report Wizard to manage a list of reports

Report wizard helps you create new reports from existing reports, and allows you to query Sold-to/FLs from multiple existing reports.

a. Click on "Report Wizard" icon on the ACSBI Landing Page.

You Selected Registration

This business area suports the Registration business processes. Use the data and reports in this are registration work.

b. Select the list under "Your Lists", then select the reports you want to search with, and click "Next".

c. Follow the same steps as "1.2 e" thru "j".

d. You will need to have pre-existing list to use "Report Wizard". To create lists of report, click "Manage Lists".

e. Click "Create New List Name".

f. Enter "List Name" and "Business Purpose", and select "Business Area", for this particular user guide, we select "Registration", and then click "Add Reports".

g. Select reports you want to include under that list, and click "Save This Selection".

h. Click "Registration" icon on the upper right corner, and start to use "Report Wizard"! ☺

5.3 How to use FL Lists feature

"FL Lists" feature allow users to create customized lists of FLs, which you can later use for query, without having to input the FLs again.

a. Click on "My settings and features" icon on the ACSBI Landing Page.

Welcome to the ACSBI Portal

The ACSBI Portal provides Avaya, its Customers and Partners, a
modeling, analyzing and disseminating business data into historic
customer trends. Please use our new feedback tool here!

b. Click on "FL Lists" icon.

Your ACSBI Settings and Features

c. Under FL List Management page, click "Create New List Name" icon.

FL List Management

Manage your FL Lists from this page. To create a new list, select the Create a new list name button. You can also select FIs for your existing lists by choosing Select under the Manage column.

YOUR FL LISTS

CREATE NEW LIST NAME

   d. Enter "List Name" and "Business Purpose", and then click "Add FLs".

FL List Management

Manage your FL Lists from this page. To create a new list, select the Create a new list name button. You can also select FIs for your existing lists by choosing Select under the Manage column.

YOUR FL LISTS

CREATE NEW LIST NAME

List_1	List Name
Registration	Business Purpose

ADD FLS

On the Location Selector page, there are 3 ways to look up and add FLs to your list: by FL, Name/Address, or upload an ASCII file. No information will pop up if you enter incorrectly information. Once you locate your FLs, check the box, and click "Save This Selection". You can also export FLs as an Excel file by click "Export".

e. Once FLs are saved, click "Back" multiple times to get back to ACSBI home page. You can always rename, add FLs, or delete FL lists anytime.

f. Your lists will appear under "Your Lists" window in the Report Wizard Step 2 of 4, "Select FL List", every time you run a report.