Partner Onboarding

Getting Started - Service Delivery

Introduction:

This Getting Started playbook is for use by the person or people performing the Service Delivery function within your business. One of the keys to your success in the marketplace is your ability to service and support your customers. The **Partner Onboarding – Getting Started - Service Delivery playbook** will review Avaya's Services offers, policies and support resources and how to access them in 6 easy steps and a few hours time. It can also serve as a reference tool that can be utilized throughout the sales and service lifecycle. The playbook consists of core getting started materials, a summary, and certificate of completion.

Prerequisites:

1. **You must be online** (connected to the internet) to be able to access the materials in this Getting Started playbook.
2. Because this information is located behind the Avaya firewall, you will be prompted to enter your Secure Sign-On (SSO) Login ID when viewing content on the links in this document. If you have not done so already, create your Secure Sign-On (SSO) ID to get started by following the instructions below. (NOTE: If you have already created your SSO ID and downloaded this document from the Avaya Partner Portal, then you are all set to begin. You may find it helpful to use your default browser to log into the Avaya Partner Portal at https://avaya.com/partnerportal so the links work immediately and you are not prompted to enter your SSO ID as often.)

Click here to view a video on how to create your SSO login https://weconnect.avaya.com/e9x00286o

Create your SSO login now by clicking: https://sso.avaya.com (Be sure to have your Company Link ID handy).

Once you have created your SSO login, contact the Avaya Connect Partner Helpdesk at 1-720-444-5800 or partnerhelp@avaya.com and request them to "Federate your SSO Login" making sure you specify the email address and Link ID that you used when creating the ID.

CONTENTS:

Getting Started Steps:

Step 1:
Getting Set Up In Avaya Systems

Step 2:
What Is The Avaya Warranty?

Step 3:
Overview Of Avaya Core Services

Step 4:
How To Engage Avaya Services

Step 5:
Working Together To Deliver Outstanding Customer Support

Step 6:
Getting Started – Service Delivery Summary & Certificate

Step 1:
Getting Set Up In Avaya Systems (After SSO ID):

At the conclusion of this section - and after completing the required steps - you will be set up in Avaya systems (Avaya Learning, PRM, and Partner Newsflash).

a. Avaya Learning is the Learning Management System (LMS) where the formal Avaya Professional Credential Program is located along with the course curriculums, content, credential testing and information. Click here https://weconnect.avaya.com/e9x00280o to view an overview of the Avaya Competency model, Avaya Learning and how to create a login.

(NOTE: Avaya Learning is where all the formal training and credential curriculums are located.)

Click here to create Avaya Learning login. http://avaya-learning.com

b. Partner Relationship Management (PRM) is Avaya's Partner management and collaboration system. Click here https://weconnect.avaya.com/e9x00287o to view an overview of PRM and how to get a login and contact the Partner Helpdesk to set you up.

c. Partner Newsflash – click here https://weconnect.avaya.com/e9x00288o to view a video overview of Partner Newsflash - Avaya's bi-weekly electronic newsletter and primary communication vehicle.

Click here to subscribe to Partner Newsflash. (Note: If your Company name does not yet appear in the Company drop down box, go to the Other field below it and type in your Company name.) https://secure.avaya-news.com/ats/show.aspx?cr=122&fm=23

Step 2:
What Is The Avaya Warranty?

At the conclusion of this section you will understand the Avaya standard warranty policies, the partner's role in warranty support, how to access warranty support, and the recommended services for manufacturer support.

Click here to view this 15 minute overview https://weconnect.avaya.com/p3xfm83avx6/

PARTNER ONBOARDING

Step 3:
Overview Of Avaya Core Services

At the conclusion of this section you will understand the various Avaya Services offers for implementation, "Day 2" support, along with the ability to determine the "Right Fit" options for your business.

Click here to view this 45 minute overview https://weconnect.avaya.com/p7j64axwat4/

Step 4:
How To Engage Avaya Services

At the conclusion of this section you will understand how to engage with Avaya Services along with other Avaya organizations, tools, and how to access them.

a. Review this 60 minute overview on how to engage with Avaya Services which includes information on topics such as: First Implementation support, "Day 2" support, Customer communication, Open request status, Avaya Support portal (http://support.avaya.com) by clicking here. https://weconnect.avaya.com/p5vma63yz9/

b. Register your technicians to receive a Tech ID to access Global Support Services: https://avaya.my.salesforce.com/sfc/servlet.shepherd/document/download/069a0000002i76RAAQ

c. Avaya Connect Partner Helpdesk is available during business hours to help answer simple questions on the Avaya Connect Partner Program and assist with basic system access and processes. Simply explain to the agent what you are trying to accomplish and they can help you or get you in touch with the right resource to assist. To view an overview of the Avaya Connect Partner Help Desk click here. https://weconnect.avaya.com/e9x00289o

   Contact: partnerhelp@avaya.com or 1-720-444-5800

d. Avaya IT Customer Care Center should be contacted if you experience problems accessing systems or tools that you previously had working access to, but are no longer working correctly.
   1-866-AVAYA-IT   Prompt #1 (for Business Partner support)

PARTNER ONBOARDING

Step 5:

Working Together To Deliver Outstanding Customer Support

At the conclusion of this section you will understand the Avaya Service Credentials, Avaya's service commitment to new partners, and the role that our Distributors play - all working together to deliver outstanding customer satisfaction and support.

Click here to view the 30 minute overview https://weconnect.avaya.com/p32y6de0lh4/

Step 6:

Getting Started – Service Delivery Summary & Certificate

This section tests the knowledge of the key core steps and upon completion, allows downloading of the Getting Started -Service Delivery Completion Certificate.

Click here to begin https://secure.avaya-news.com/ats/show.aspx?cr=122&fm=893