Alcatel·Lucent
Enterprise
Certified Solution

Developer and Solution Partner Program
Inter-Working Report

Partner: **Aurenz**
Solution name: **AlwinPro UC-Analytics**
Alcatel-Lucent Enterprise Platform:
OmniPCX Enterprise

aurenz
SOFTWARE & CONSULTING

February 2020

Alcatel·Lucent
Enterprise

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Document history

Revision	Date	Author	Details
1	February 2020	Karthik Padmarajan Durgadevi Subash	Creation

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Tests Overview

Date	**February 2020**
ALE representative	**Thierry CHEVERT**
Partner representative	**Ralf Kloth**
ALE platform	**OmniPCX Enterprise**
ALE release	**R 12.3.1 (M4 501 10f)**
Partner solution	**AlwinPro & UC-Analytics**
Partner release	**12.0**
Solution categories	**Call accounting system (CAS)**

Tests results

☑ Passed   ☐ Passed with restriction   ☐ Postponed   ☐ Refused

Refer to the section 4 for a summary of the test results.

IWR validity extension

None

Partner contact information

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1   *INTRODUCTION*

1.1   Definition

This document is the result of the certification tests performed between the DSPP member's solution and Alcatel-Lucent Enterprise's platform.

It certifies proper inter-working with the DSPP member's solution.

Information contained in this document is believed to be accurate and reliable at the time of printing. However, due to ongoing product improvements and revisions, ALE cannot guarantee accuracy of printed material after the date of certification nor can it accept responsibility for errors or omissions. Updates to this document can be viewed on:

- the Technical Support page of the Enterprise Business Portal (https://businessportal.alcatel-lucent.com) in the Interworking Reports corner (access is restricted to Business Partners and DSPP members)

1.2   Validity of the InterWorking Report

This InterWorking report specifies the products and releases which have been certified.

This inter-working report is valid unless specified until the DSPP member issues a new major release of such product (incorporating new features or functionalities), or until ALE issues a new major release of such Alcatel-Lucent Enterprise product (incorporating new features or functionalities), whichever first occurs.

A new release is identified as following:
- a "Major Release" is any x. enumerated release. Example Product 1.0 is a major product release.
- a "Minor Release" is any x.y enumerated release. Example Product 1.1 is a minor product release

The validity of the InterWorking report can be extended to upper major releases, if for example the interface didn't evolve, or to other products of the same family range. Please refer to the "IWR validity extension" chapter at the beginning of the report.

Note 1: The InterWorking report becomes automatically obsolete when the mentioned product releases are end of life.

Note 2: The renewal of the interoperability test (certification) is under the responsibility of the partner

Note 3: ALE usually generate a major release every 18 or 24 months. Therefore the IWR is implicitly valid for two year after the publication.

| **Chapter** | **1** | *INTRODUCTION* |

1.3 Limit of the technical support

For certified DSPP solutions, Technical support will be provided within the scope of the features which have been certified in the InterWorking report. The scope is defined by the InterWorking report via the tests cases which have been performed, the conditions and the perimeter of the testing and identified limitations. All those details are documented in the IWR. The Business Partner must verify an InterWorking Report (see above "Validity of the InterWorking Report) is valid and that the deployment follows all recommendations and prerequisites described in the InterWorking Report.

The certification does not verify the functional achievement of the DSPP member's solution as well as it does not cover load capacity checks, race conditions and generally speaking any real customer's site conditions.

Access to technical support by the ALE Business Partner requires a valid ALE maintenance contract

For details on all cases (3rd party application certified or not, request outside the scope of this IWR, etc.), please refer to Appendix "DSPP Escalation Process".

1.3.1 Case of additional Third-party applications

In case at a customer site an additional third-party application NOT provided by ALE is included in the solution between the certified Alcatel-Lucent Enterprise and DSPP member products such as a Session Border Controller or a firewall for example, ALE will consider that situation as to that where no IWR exists. ALE will handle this situation accordingly (for more details, please refer to Appendix "DSPP Escalation Process").

Chapter	
2	*SOLUTION INFORMATION*

Solution name	**AlwinPro & UC-Analytics**
Solution version	**12.0**
Interface/API	**TCP/IP (secured FTP)**
Interface/API version if relevant	

Brief Solution description:

AlwinPro is a 32-bit Windows application for call accounting and billing. AlwinPro enables a multiplicity of analyses in different representational forms.

UC-Analytics is a 32-bit Windows application for analyzing call data (stored in tickets). The main features are cost management, quality management and traffic analysis.

AlwinPro & UC-Analytics highlights in the overview

- Data acquisition takes place on a standard hard disk.
- 100 000 calls can be stored on 100 MB disk space
- Pre-defined report can be programmed
- Integrated Web server for reporting over web browser
- Binding of one or several telecommunications systems
- Analyses according to innumerable criteria adjustable
- Extensive data security definitions to the protection of user and communication data
- Graphic form generator for the organization of analyses
- Detail analyses, sum analyses, email dispatch and export of communication data

Language supported:

Administrative GUI: German and English.
Web GUI: Germane, English, Spanish, French, Italian and Dutch

Chapter
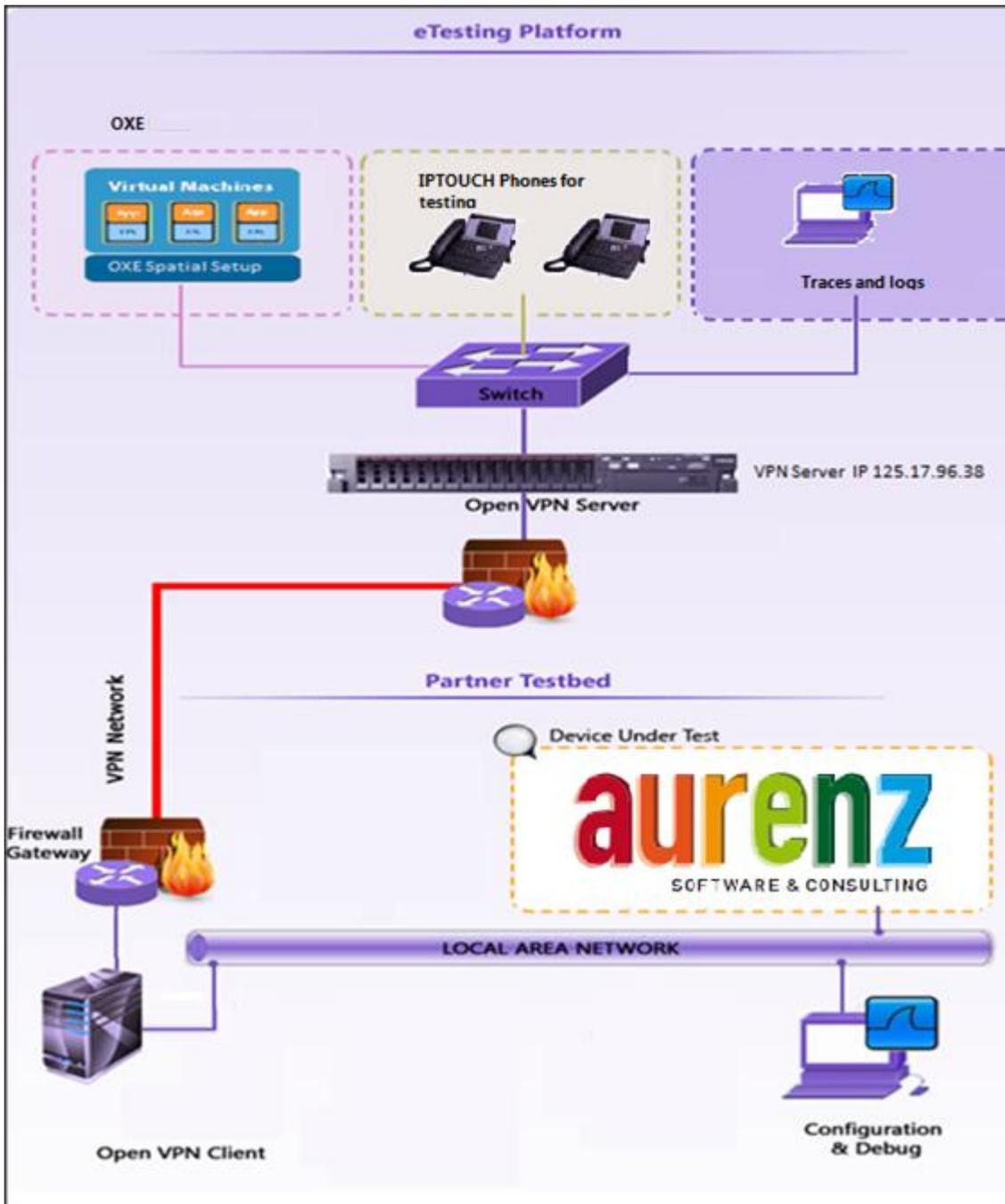
3 . *TEST ENVIRONMENT*

Figure 1 **Test environment**

Chapter	**3**	*TEST ENVIRONMENT*

The tests were performed on the Alcatel-Lucent Enterprise DSPP platform in the following e environment. We tested the interconnection between AlwinPro and UC-Analytics with OmniPCX Enterprise in 2 configurations:

- • Direct Ethernet connection (retrieving *.dat files by FTP/SFTP requests)
- • Ethernet on the fly

Network IP configuration:

- • OmniPCX Enterprise R12.3.1 → IP address: 10.9.223.238
- • PC client: Virtual Machine with Windows 7 → IP Address: 10.8.0.34 (VPN address)

3.1 Hardware configuration

- • **OmniPCX Enterprise**:

  - ➢ Com Servers virtualized into ESXi servers
  - ➢ GD board (Gateway driver processing Unit) into gateway shelf
  - ➢ PRA T2 (ISDN Access)
  - ➢ MIX 2/4/4 (ISDN T0, digital & analog interfaces)
  - ➢ UA digital and analog sets

- • **Interfaces**

  - ➢ Ethernet accounting on the fly
  - ➢ Ethernet for retrieving compressed files (*.DAT) by FTP
  - ➢ Ethernet for retrieving compressed files (*.DAT) by SFTP

3.2 Software configuration

- • **Alcatel Communication Platform**: OmniPCX Enterprise R12.3.1 (m4.501.10f)

- • **Partner Application:** Alwinpro & UC-Analytics 12.0.1.03

Chapter

4 . *SUMMARY OF TESTS*

4.1 Summary of main functions supported

The scope of the tests was to verify the correct inter-working of the call charging computing application AlwinPro with the Alcatel OmniPCX Enterprise system connected via direct Ethernet access or V24/Ethernet on the fly (tests were done only with Ethernet link). The traffic analysis module application UC-Analytics using the same data retrieve module, all the tests are focused to the application AlwinPro. It has to be tested that the tickets of Alcatel OmniPCX Enterprise system are correctly transferred to the call charging computing and traffic analysis applications are processed properly within application.

Metering management application		
Test passed	**Tests results**	**Remarks**
Installation and configuration	OK	
Recording of outgoing external calls	OK	
Recording of incoming external calls	OK	
Link broken down and recovery	OK	
Ethernet on the fly	OK	
Traffic observation (UC-Analytics)	OK	

4.2 Summary of problems

- No blocking problem

4.3 Summary of limitations

- No limitations

4.4 Notes, remarks

- None

Chapter

5 *TESTS RESULT*

5.1 Template

The results are presented as indicated in the example below:

Test Case Id	Test Case	N/A	OK	NOK	Comment
1	**Test case 1** • Action • Expected result	☐	☒	☐	
2	**Test case 2** • Action • Expected result	☐	☒	☐	The application waits for PBX timer or phone set hangs up
3	**Test case 3** • Action • Expected result	☒	☐	☐	Relevant only if the CTI interface is a direct CSTA link
4	**Test case 4** • Action • Expected result	☐	☐	☒	No indication, no error message
…	…	☐	☐	☐	

Test Case Id: a feature testing may comprise multiple steps depending on its complexity. Each step has to be completed successfully in order to conform to the test.
Test Case: describes the test case with the detail of the main steps to be executed the <u>and the expected result</u>
N/A: when checked, means the test case is not applicable in the scope of the application
OK: when checked, means the test case performs as expected
NOK: when checked, means the test case has failed. In that case, <u>describe in the field "Comment" the reason for the failure and the reference number of the issue either on ALE side or on partner side</u>
Comment: to be filled in with any relevant comment. Mandatory in case a test has failed especially the reference number of the issue.

Chapter 5 *TESTS RESULT*

5.2 AlwinPro or UC-Analytics installation and retrieving data files.

5.2.1 Test Objectives

To check the keep alive is properly maintained between application and OXE

5.2.2 Test Results

Test Case Id	Test Case	N/A	OK	NOK	Comment
OU1	**Software Installation:** • Install the AlwinPro software on the PC (no special handling, automatic installation procedure) • Install dongle on the USB port of the PC (for the licence need) or activate the licence by a license code.	☐	☒	☐	
OU2	**All Files retrieval with FTP/SFTP:** • By ethernet (FTP/SFTP) connection: start the application and force connection to the addressed PBX (communication link to PBX is established) • Automatic retrieve the *.DAT files stored in the OXE.	☐	☒	☐	
OU3	**Make a call from guest with charges:** • In manual mode, force data retrieval from PBX now, check collected datas. • In automatic data retrieval mode from AlwinPro, make several external calls ☐ and check number of calls received.	☐	☒	☐	Automatic retrieval is done every day at 9.00pm.
Result	**Software Installation and FTP/SFTP file retrieving**	☐	☒	☐	

5.3 Unicity control while retrieving data files

5.3.1 Test Objectives
To check the keep alive is properly maintained between application and OXE

5.3.2 Test Results

Test Case Id	Test Case	N/A	OK	NOK	Comment
UN1	Once all the tickets have been loaded manually, verify that by an automatic update, the already downloaded files are ignored by AlwinPro or UC-Analytics.	☐	☒	☐	No downloading of files already into Application database.
Result	**Coherency of data retrieval for unicity control**	☐	☒	☐	

Note: AlwinPro/UC-Analytics application is detecting that the same *.DAT files are already loaded.

Chapter 5. *TESTS RESULT*

5.4 Check outgoing and incoming calls collection

5.4.1 Test Objectives
To check the keep alive is properly maintained between application and OXE

5.4.2 Test Results

Test Case Id	Test Case	N/A	OK	NOK	Comment
OUI1	• Make an outgoing call to an external ISDN line of the dialled number • By Ethernet connection: force data retrieval in manual mode on AlwinPro and check tickets	☐	☒	☐	
OUI2	• Make a call to an external ISDN line and transfer to a local set • By Ethernet connection: force data retrieval in manual mode on AlwinPro and check tickets	☐	☒	☐	The second ticket is identified as 'Reallocated'
OUI3	• Make a conference with 1 outgoing external ISDN line and 1 internal call • By Ethernet connection: force data retrieval in manual mode on AlwinPro and check tickets	☐	☒	☐	
OUI4	• Make a call with business code to an external ISDN line • By Ethernet connection: force data retrieval in manual mode on AlwinPro and check ticket	☐	☒	☐	
OUI5	• Make a call with business code to an external ISDN line and transfer to a local set. • By Ethernet connection: force data retrieval in manual mode on AlwinPro and check ticket	☐	☒	☐	
OUI6	• Answer to an external ISDN line • By Ethernet connection: force data retrieval in manual mode on AlwinPro • and check ticket	☐	☒	☐	
result	**Collection of Incoming and Outgoing calls**	☐	☒	☐	

| **Chapter** | **5** | *TESTS RESULT* |

5.5 Receiving hotel call tickets over AHL

5.5.1 Test Objectives
To check the keep alive is properly maintained between application and OXE

5.5.2 Test Results

Test Case Id	Test Case	N/A	OK	NOK	Comment
CT1	• Make an outgoing call from guest to an external ISDN correspondant. • The CDR is received from AHL • Check that all information match the type of call.	☐	☒	☐	
CT2	• Make an outgoing call from administrative and transfer it to guest. • The CDR is received from AHL • Check that all information match the type of call.	☐	☒	☐	The second ticket is identified as 'Reallocated'
CT3	• Make an Incoming call to guest. ☐ The CDR is received from AHL • Check that all information match the type of call.	☐	☒	☐	
Result	**Receiving call tickets over AHL**	☐	☒	☐	

| Chapter | **5** | *TESTS RESULT* |

5.6 Integrity of call tickets while datalink failure

5.6.1 Test Objectives
To check the keep alive is properly maintained between application and OXE

5.6.2 Test Results

Test Case Id	Test Case	N/A	OK	NOK	Comment
DL1	• By Ethernet connection: application Alwinpro is running and communication link to PBX is established • Make several calls • Disconnect when data retrieval is in progress and check if there are no double tickets	☐	⊠	☐	
Result	**Integrity of call tickets while datalink failure**	☐	⊠	☐	

5.7 Recording of calls through Ethernet on the fly

5.7.1 Test Objectives
To check the Ethernet on the fly.

5.7.2 Test Results

Test Case Id	Test Case	REPLY message expected from PBX	N/A	OK	NOK	Comment
ETH1	• Make some outgoing calls to an external ISDN number. • Check that tickets are collected properly and loaded in the AlwinPro database.		☐	⊠	☐	Real-time output is done on IP link with Port TCP/2533
Result	**Getting ticket real time over Ethernet on the fly**		☐	⊠	☐	

| Chapter | 5 | *TESTS RESULT* |

Note :

•   This test has been performed without any buffer

•   Serial tickets have two types of format selectable via OmniPCX Enterprise management.

➢   Reduced format: provides basic information about the call.
➢   Extended format : provides additional information about the call including : User directory number, User name, Called/Caller ID number, Date and Time, call type, Business code/PIN, Trunk group number, User node etc...

•   Ethernet tickets have the same format as the *.DAT files except the last field 'Time zone'.

•   AlwinPro application manages the **extended format**.

5.8 Traffic observation

5.8.1 Test Objectives
Compare between the two application which stores the call tickets from OXE

5.8.2 Test Results

| Test Case Id	Test Case	N/A	OK	NOK	Comment
TO1	Compare all the outgoing calls already stored in the AlwinPro with the ones in the UC-Analytics.	☐	☒	☐	
Result	**Traffic observation**	☐	☒	☐	

Note : Because of the Data retrieve module is storing all call information and supplies it to the different applications (AlwinPro and UC-Analytics), it is not necessary to perform all the tests procedure as the ones done previously for the AlwinPro. The data base is common by the 2 applications.

Chapter

6

Appendix A: SOLUTION DESCRIPTION

6.1 General Architecture

The *AlwinPro & UC-Analytics Application* is a 32-bit Windows application for recording and reporting data.
Connecting *AlwinPro* & UC-Analytics to the OmniPCX Enterprise is possible like shown in figure 1

Figure 1: Setup with FTP/SFTP or AHL or Ethernet on the

PC Network
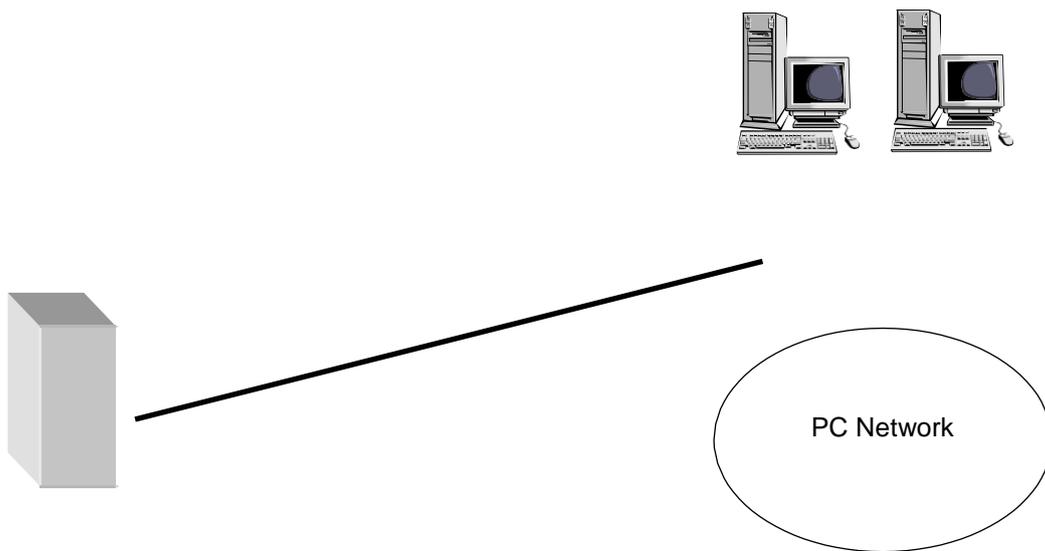
fly

6.2 Specific Details

The portfolio of Aurenz GmbH consists of the Products - "AlwinPro", "AlwinPro Hotel/Care" and "UC-Analytics".
The software AlwinPro main purpose is call accounting.
The software UC-Analytics Software is designed for call analyzing and quality statistics. In general the tool allows you to analyze the costs of telecommunications and the telephone usage and behaviour of the staff. The results are displayed in statistical diagrams, tables and ranking lists. The statistic tool UC-Analytics makes the telecommunication network transparent and allows optimizing the cost structure in a company.

The maximum number of calls to be processed by the application is mainly limited by the client Hardware.

An overview of the Products can be found on aurenz web site (http://www.aurenz.de).

6.3 Features of Alwin Pro

- Controlling-Software
- Precise cost-calculation using detailed tariff-information from the provider/carrier
- Multi-faceted data-assessment platform, as well as incomparable security
- Completely automatic, unnoticed running in background
- Modular construction, flexible and individually configurable
- Connection to PABX using protocol-interfaces
- Networking Capability
- Multi-user
- Implementation of mobile call data (EDIFACT)
- Send reports as pdf attachment
- Self configuring tool for new scripts
- Support of GPIN functionality
- Reporting via web interface

6.4 Features of UC-Analytics

This application which purpose is to offer statistics and performance analysis on the customer telephony system by deeply parsing the call tickets as collected by AlwinPro or AlwinPro Hotel.
The reporting can be done via a web interface. Here you can also create multiple dashboards with widgets on it to have a fast overview of your communications.
The details are:

6.4.1 Cost management

- Total phone-costs
- phone-costs of wired network
- phone-costs of mobile network
- Comparison of different carrier
- Hitlists (Ranking of the most expensive calls, or long duration calls etc.)

6.4.2 Quality management

- Phone-behaviour (how many calls are lost due to no answer or occupied)
  - o Ring-time assumed calls
  - o Ring-time lost calls
- Time dependently comparison of phone-behaviour
  - o Monthly comparison (total and percentage)
  - o Annually comparison (total and percentage)
  - o Comparison of the ring-time
- Ranking of the Top 7 extensions
- Analysis of customer contacts
  - o Successful and lost customer contacts
  - o Successful contacts (number of calls to be successful)
  - o Lost calls (how many tries to get a contact)
  - o Geographic distribution of calls
- Customer contacts (time dependent comparison)
  - o Monthly comparison (total and percentage)
  - o Annually comparison (total and percentage)
  - o Daily comparison (total and percentage)
- Evaluation of groups
  - o Successful contacts
  - o Lost contacts

6.4.3 Traffic analysis

- Total traffic (inbound and outbound)
- Traffic outbound/inbound
  - o Per day/week/month
- Traffic official/private
  - o Per day/week/month
- performance of telephone lines (daily/weekly/monthly)

- o   average and maximum
- o   number of used lines
- Time at the phone
 - o   Daily/weekly/monthly

6.4.4 XML statistics

- Telephone behaviour
- Development of Telephone behaviour
- cost development
- number of calls
- time at the phone

6.5 Features of AlwinPro Hotel

- customer Check in check out
- group check in
- Room status for cleaning staff
- Wakeup call setting
- Guest Phone cost accounting and billing
- Change phone status (close lines if no allowance)
- Deposit amount
- Visual and audible alarm messages
- Account balancing

6.6 Additional Features of AlwinPro Care

- Audio Deposit amount statement
- Room change feature (GPIN necessary)
- Guest identification with Health insurance Card
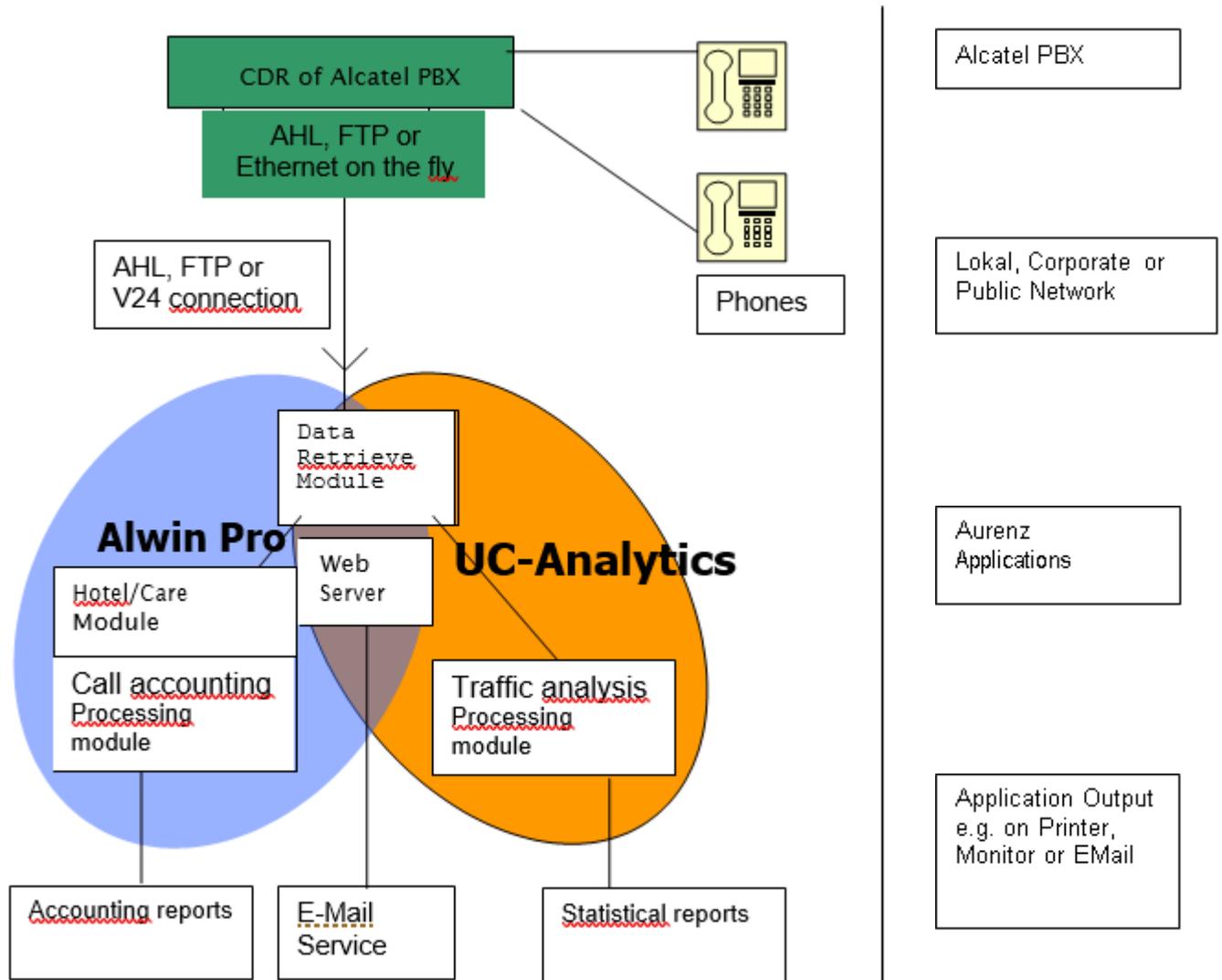
The Data retrieval module is storing all call information and supplies it to the different applications.

Web application usage – Connection Explorer
This is a fast way to explore the calls received from the pbx

Connection Explorer - 1

Time frame:	Today ▼		Subscriber:			Destination number:			☐ Outgoing external
Date from:			Redirector:			Project number:			☐ Incoming external
to:						PIN number:			☐ Outgoing local
Sum up:		▼							☐ Incoming local

🔁 Search   🗑 Clear fields

Date of connection ▲	Direction	Subscriber	Project num...	Destination number	Call duration	Call costs	Alwinzone	Type of con
24.02.2020 08:00:00	Incoming	104		034605712481	00:00:00	0	<Fern>	Business
24.02.2020 08:00:57	Outgoing ...	102		112	00:26:50	0		Business
24.02.2020 08:00:57	Incoming ...	112		102	00:26:50	0		Business
24.02.2020 08:03:32	Incoming ...	102		100	00:00:00	0		Business
24.02.2020 08:03:32	Outgoing ...	100		102	00:00:00	0		Business
24.02.2020 08:04:45	Outgoing	114		05144262	00:03:15	0.31	<Fern>	Business
24.02.2020 08:06:00	Incoming	104		034605712481	00:00:00	0	<Fern>	Business
24.02.2020 08:06:59	Incoming ...	106		114	00:00:00	0		Business
24.02.2020 08:06:59	Outgoing ...	114		106	00:00:00	0		Business
24.02.2020 08:09:13	Incoming	104		034605712481	00:02:47	0	<Fern>	Business
24.02.2020 08:10:29	Incoming ...	112		108	00:00:58	0		Business

|◄ ◄ | Page 1 of 7 | ► ►| 🔁   Displaying 1 - 100 of 653

Web application usage – Reports
There are many options to generate a report. Also intergrated is a form designer.

Edit properties - "Bsp Gesprächskosten - Dienst-Privat"

Properties
- ⊞ 📁 Form
- ⊞ 📁 Data privacy
- ⊞ 📁 Organization Chart
- ⊞ 📁 Time frame
- ⊞ 📁 Item
- ⊞ 📁 Item II
- ⊞ 📁 Filter telephony
- ⊞ 📁 Filter telephony II
- ⊞ 📁 Output
- ⊞ 📁 Options
- ⊞ 📁 Options II
- ⊞ 📁 Provider import
- ⊞ 📁 Provider import II
- ⊞ 📁 Schedule execution
- ⊞ 📁 Name

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SOFTWARE & CONSULTING

Übersicht der Dienst- und Privatverbindungen

Auswertezeitraum   01.02.2019   - 28.02.2019

Name	Anz. Die	Anz. Pri	Dauer Die	Dauer Pri	Betrag Die	Betrag Pri
Entwicklung	432	121	19:53:14	04:30:00	193,96	33,59
Service	310	66	12:30:16	02:40:29	78,13	13,29
Vertrieb	822	221	1:09:29:10	10:22:29	264,35	60,02
Verwaltung	109	24	06:50:46	01:02:51	35,46	5,42
Summe	**1673**	**432**	**3:00:43:26**	**18:35:49**	**571,90**	**112,32**

Zusammenfassung		Anzahl	Betrag (EUR)
Business Calls Landline		1673	571,90
Private Calls Landline		432	112,32
Summe		**2105**	**684,22**

Web application usage – Dashboard

Statistics can be generated as reports (PDF, …). Also statistics can be put on a dashboard (a user can have multiple dashboards) to have a fast overview about his communication.
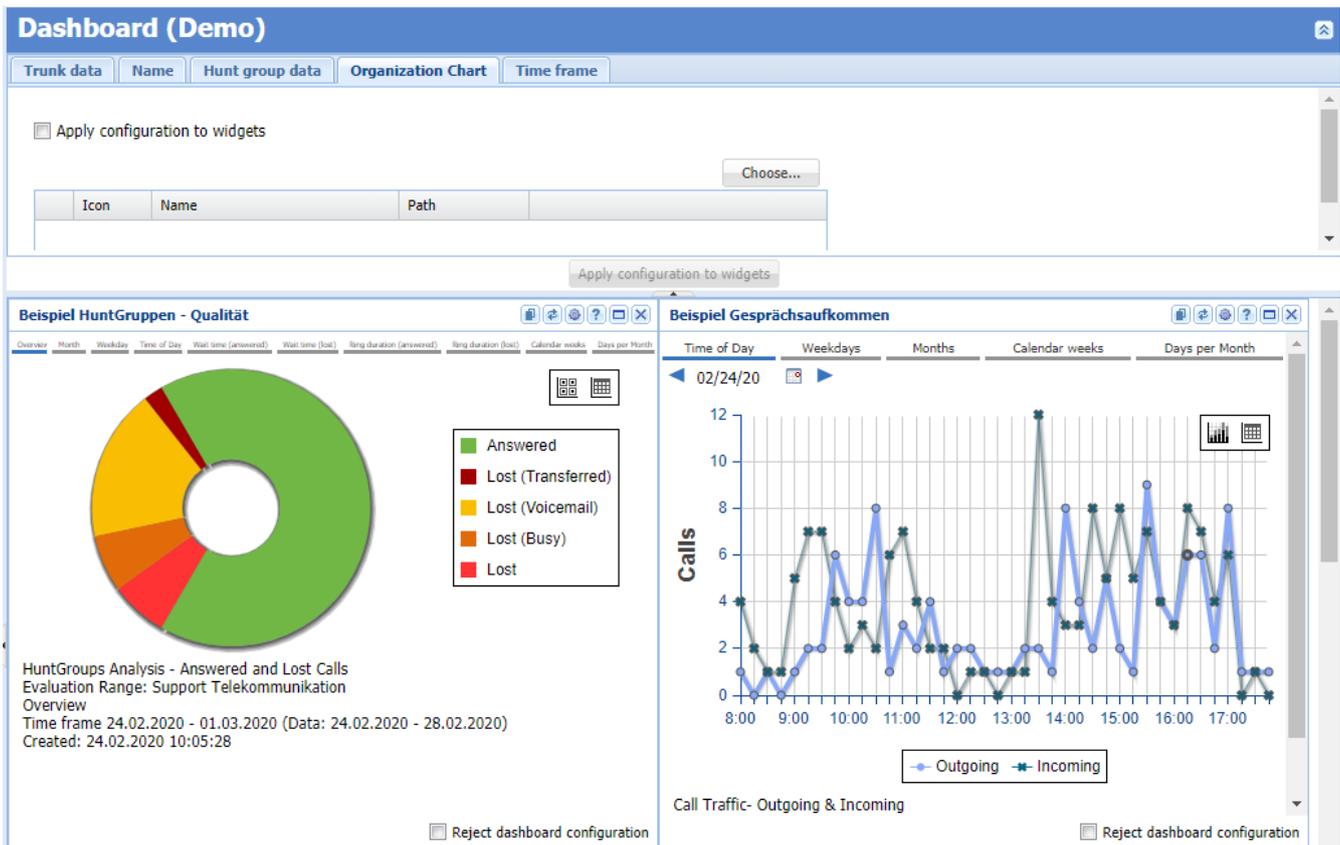
Communication problem troubleshooting
To analyse any problems related to the CDR in the data collector there are monitors to do this

Chapter

7

Appendix B: PARTNER side CONFIGURATION

In the following there is only the configuration of the data collector shown. The configuration of the application – like organization chart, data protection, … - is not shown here.

7.1 FTP/SFTP

The main configuration for the FTP/SFTP data collection is to define the parameters of the PBX, like shown in the screenshot:
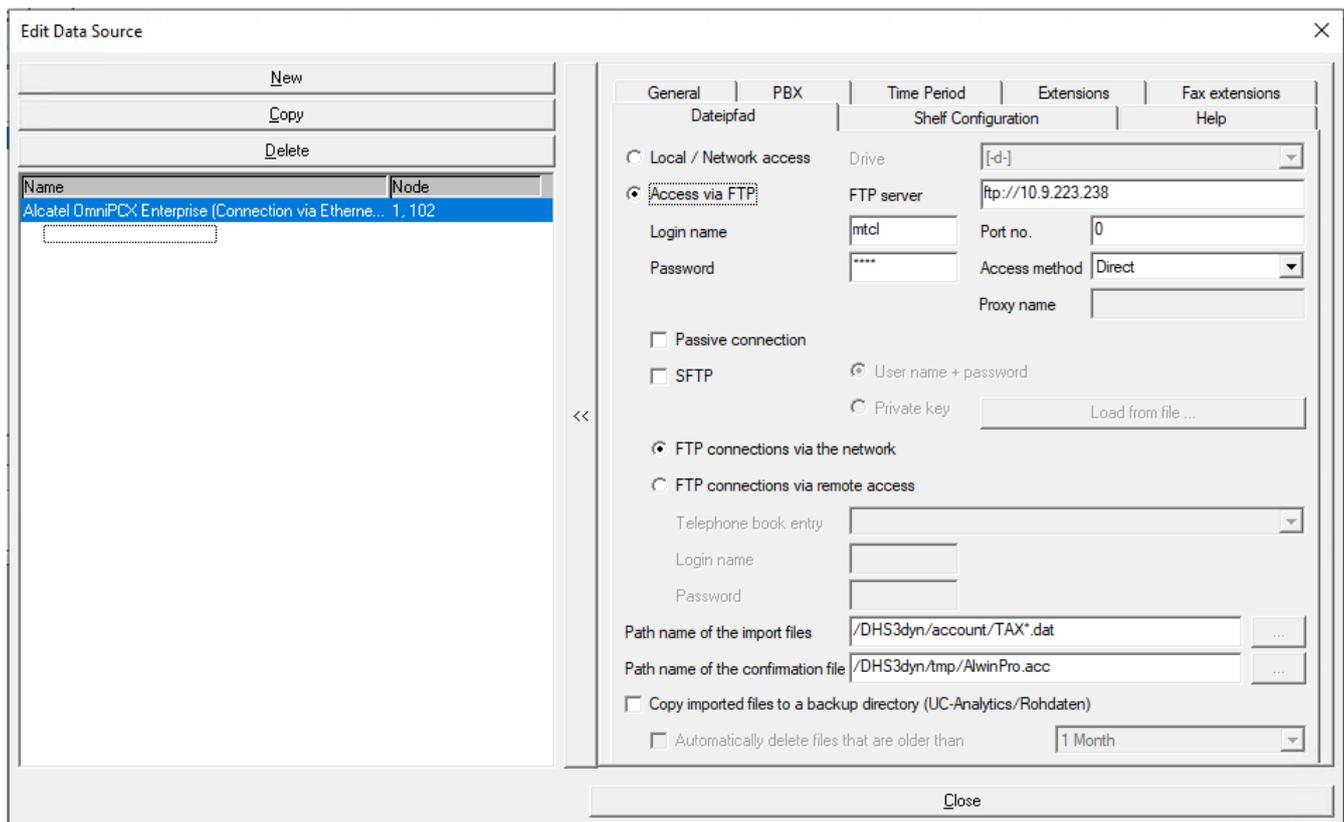
7.2 Ethernet on the fly

For the connection "Ethernet on the fly" the parameter for the TCP connection must be provided.

Chapter

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Appendix C: ALE side CONFIGURATION
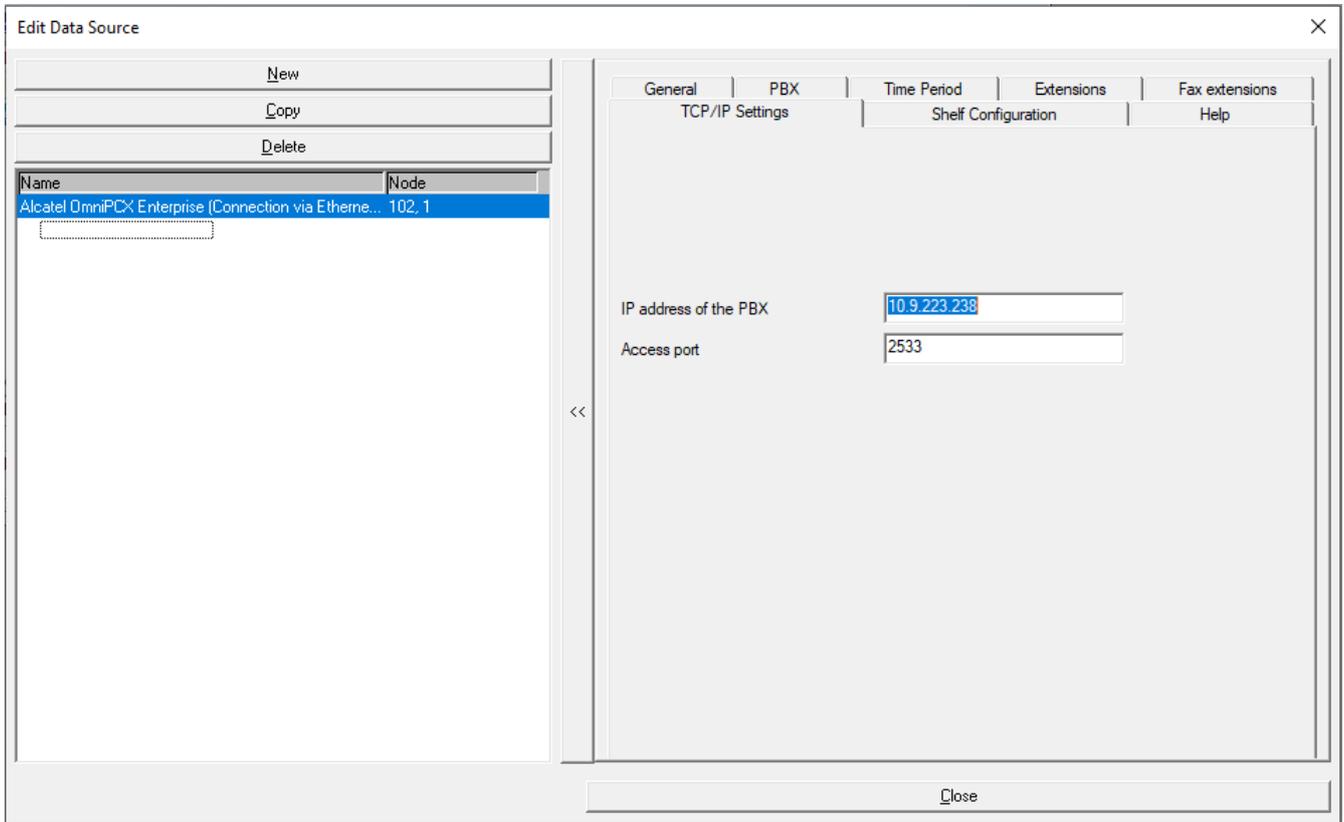
8.1 Overview

The management of OmniPCX parameters could be done either using a console mode command (Telnet/ssh then "mgr")

The descriptions below were taken using the graphical user interface.

8.2 Global accounting management

8.3 Accounting for Front Office Computer management

8.4 Accounting for External Application management

Chapter	
9	*Appendix D: PARTNER SUPPORT PROCESS*

9.1 Aurenz GmbH General Contacts

Aurenz GmbH
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Germany

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Mr Stephan reber	Support	+49 (0)7021 73888-33	support@aurenz.de

9.2 Aurenz GmbH Support Contact Information

Team	Main Location
Phone	+49 (0)7021 73888-33
Fax	+49 (0) 7021 73888-30
E-mail	support@aurenz.de
Hours	5x9 support

Service and Support Levels

Support Level	Description
1st	Only available at Aurenz with additional service contract. Otherwise responsibility of our business partners
2nd	Any technical problems of end users and business partners that can not be resolved by the business partner themselves
3rd	Anything not resolved by 2nd level

There is no 1st level support but on request of our business partners or end users a additional software update and/or maintenance contract can be agreed.

In most cases the 2nd level support is contacted by e-mail. In general a reply can be expected

the following day. If a support request arrives before noon (12:00 CET) there is a high possibility that the reply is send out the same day. Additionally Aurenz GmbH provides phone support (hotline) between 8:00am and 5:00pm from Monday to Friday. The hotline gives only support for technical problems that obviously are not part of the product documentation. Services that are not part of the support contract need to be ordered with the regular conditions and according to our latest price lists.

Problems that can not be resolved by second level support are submitted to technical group (internal escalation to development department) of Aurenz GmbH.

Chapter

10 *Appendix E: ALE SUPPORT PROCESS*

10.1 Introduction

The purpose of this appendix is to define the escalation process to be applied by the ALE Business Partners when facing a problem with the solution certified in this document.

The principle is that ALE Technical Support will be subject to the existence of a valid InterWorking Report within the limits defined in the chapter "Limits of the Technical support".

In case technical support is granted, ALE and the Application Partner, are engaged as following:
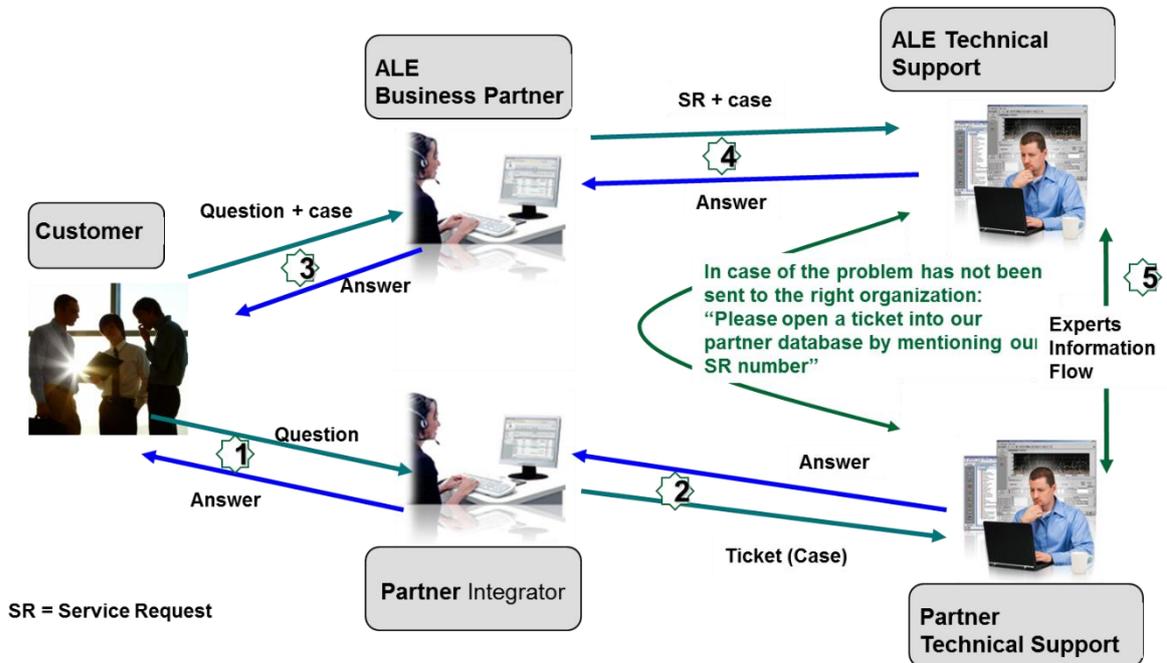
(*) The Partner Integrator can be a Third-Party company or the ALE Business Partner itself

10.2 Escalation in case of a valid Inter-Working Report

The InterWorking Report describes the test cases which have been performed, the conditions of the testing and the observed limitations.

This defines the scope of what has been certified.

If the issue is in the scope of the IWR, both parties, ALE and the Solution or Developer Partner, are engaged:

Case 1: the responsibility can be established 100% on ALE side.
In that case, the problem must be escalated by the ALE Business Partner to the ALE Support Center using the standard process: open a ticket (eService Request –eSR)

Case 2: the responsibility can be established 100% on Solution or Developer Partner side.
In that case, the problem must be escalated directly to the Solution or Developer Partner by opening a ticket through the Partner Hotline. In general, the process to be applied for the Solution Partner is described in the IWR.

Case 3: the responsibility cannot be established.
In that case the following process applies:

  ➢ The Solution or Developer Partner shall be contacted first by the ALE Business Partner (responsible for the application, see figure in previous page) for an analysis of the problem.

  ➢ The ALE Business Partner will escalate the problem to the ALE Support Center only if the Solution or Developer Partner has demonstrated with traces a problem on the ALE side or if the Solution or Developer Partner (not the Business Partner) needs the involvement of ALE

  In that case, the ALE Business Partner must provide the reference of the Case Number on the Solution or Developer Partner side. The Solution or Developer Partner must provide to ALE the results of its investigations, traces, etc, related to this Case Number.

  ALE reserves the right to close the case opened on his side if the investigations made on the Solution or Developer Partner side are insufficient or do not exist.

Note: Known problems or remarks mentioned in the IWR will not be taken into account.

For any issue reported by a Business Partner outside the scope of the IWR, ALE offers the "On Demand Diagnostic" service where ALE will provide 8 hours assistance against payment.

IMPORTANT NOTE 1: The possibility to configure the Alcatel-Lucent Enterprise PBX with ACTIS quotation tool in order to interwork with an external application is not the guarantee of the availability and the support of the solution. The reference remains the existence of a valid InterWorking Report.

Please check the availability of the Inter-Working Report on DSPP (URL: https://www.al-enterprise.com/en/partners/dspp) or Enterprise Business Portal (Url: Enterprise Business Portal) web sites.

IMPORTANT NOTE 2: Involvement of the ALE Business Partner is mandatory, the access to the Alcatel-Lucent Enterprise platform (remote access, login/password) being the Business Partner responsibility.

10.3 Escalation in all other cases

For non-certified solutions, no valid InterWorking Report is available and the integrator is expected to troubleshoot the issue. If the ALE Business Partner finds out the reported issue is maybe due to one of the Alcatel-Lucent Enterprise solutions, the ALE Business Partner opens a ticket with ALE Support and shares all trouble shooting information and conclusions that shows a need for ALE to analyse.

Access to technical support requires a valid ALE maintenance contract and the most recent maintenance software revision deployed on site. The resolution of those non-DSPP solutions cases is based on best effort and there is no commitment to fix or enhance the licensed Alcatel-Lucent Enterprise software.

For information, for non-certified solution and if the ALE Business Partner is not able to find out the issues, ALE offers an "On Demand Diagnostic" service where assistance will be provided for a fee.

10.4 Technical support access

The ALE **Support Center** is open 24 hours a day; 7 days a week:
- e-Support from the DSPP Web site (if registered as Solution or Developer Partner): https://www.al-enterprise.com/en/partners/dspp
- e-Support from the ALE Business Partners Web site (if registered Alcatel-Lucent Enterprise Business Partners): https://businessportal2.alcatel-lucent.com click under "Contact us" the *eService Request* link
- e-mail: Ebg_Global_Supportcenter@al-enterprise.com
- Fax number: +33(0)3 69 20 85 85
- Telephone numbers:

ALE Business Partners Support Center for countries:

Country	Supported language	Toll free number
France	French	+800-00200100
Belgium		
Luxembourg		
Germany	German	
Austria		
Switzerland		
United Kingdom	English	
Italy		
Australia		
Denmark		
Ireland		
Netherlands		
South Africa		
Norway		
Poland		
Sweden		
Czech Republic		
Estonia		
Finland		
Greece		
Slovakia		
Portugal		
Spain	Spanish	

For other countries:
English answer:	+ 1 650 385 2193
French answer:	+ 1 650 385 2196
German answer:	+ 1 650 385 2197
Spanish answer:	+ 1 650 385 2198

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