

Avaya Agency Services

Proactive monitoring and response services to get your Public Switch Telephony Network – and your business – back online faster

Whether it's meeting the demands of your customers or managing expectations of internal stakeholders, your communications network plays a pivotal role in your company's day-to-day performance and overall success. Yet despite even the most rigorous planning, sometimes external factors can cause your network to experience an outage. When this occurs, Avaya Client Support Services can help lead a rapid, thorough response by directly contacting your network provider to minimize the outage's impact on your customers and your business – and get your business back online quickly.

With Avaya Agency support, our technical experts act on your behalf to address carrier

issues related to network-provider telephony trunks. **This offer is available to clients in North America that select Avaya Support Advantage Preferred Support maintenance coverage and the Single Point of Contact offer**, which provides monitoring and off-board alarm notification of your company's Public Switch Network Telephony (PSTN) facilities.

Avaya Agency allows our technicians to receive these critical alarms for you, coordinate comprehensive support activities among several providers and manage appropriate testing. Combined with Avaya off-board alarm notification services, Agency is a key part of a powerful response to problems affecting PSTN facilities. Avaya will proactively monitor and detect through

EXPERT Systems all DS1 off-board alarms associated with network facilities and the links associated with Avaya Supported Products that have Avaya/DCIU capabilities.

Off-board alarm notification provides 24x7 monitoring and alarming of problems with your DID, TIE, T1, DS1, ISDN, BRI and TBRI. When an alarm or outage occurs on your network as a result of PSTN problem, we detect the problem and then our Agency technical professionals begin working with appropriate network providers.

By forwarding these alarms directly to Avaya, our professionals can begin to identify and isolate the problem with the PSTN providers immediately, reducing both resolution times and risk to your communications environment.



Avaya Support Advantage

Agency is a part of Avaya Support Advantage Advanced Services, a suite of solutions that provide best-in-class 24x7, support services for your communications network and applications. Advanced Services help ensure that critical functions, whether routine or rare, are performed on a timely basis.

Avaya Support Advantage Preferred Solution Support provides remote services to keep your core hardware and software up and running. Services include 24x7 monitoring,

Web ticketing, access to software and firmware service pack updates, increased security and a comprehensive collection of online tools. Preferred Support also includes proactive monitoring, off-board alarming and system alarm resolution with the Avaya-patented EXPERT SystemsSM, which can reduce major outage risk by as much as 74 percent, and enables Avaya to provide a faster response and resolution times.

Learn more

To learn more about Avaya Agency or other Avaya Support Advantage offerings, talk to your Avaya Account Manager or Authorized Business Partner. Also, visit us at www.avaya.com.

About Avaya

Avaya is a global provider of business collaboration and communications solutions, providing unified communications, contact centers, data solutions and related services to companies of all sizes around the world. For more information please visit www.avaya.com.



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07/11 • SVC4615-01

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