

InSite Knowledge Management Tool

Get the Facts

Overview

Avaya's InSite Knowledge Management search engine provides a new robust search capability and access to the Avaya Knowledge Base, which is used by Avaya Global Support Service engineers. This capability is now accessible, at no additional cost, at <http://support.avaya.com> to customers with support contracts and authorized partners who enter their Single Sign On (SSO) authentication. InSite will search and provide information related to:

- Problem resolution
- Administration and Technical Guides
- Information on Services Packs
- Installation, Migrations, Upgrades and Configuration Guides
- Information on Training and Certification Programs
- Tutorials to Online Service Manager and eBilling
- Links to other pertinent information

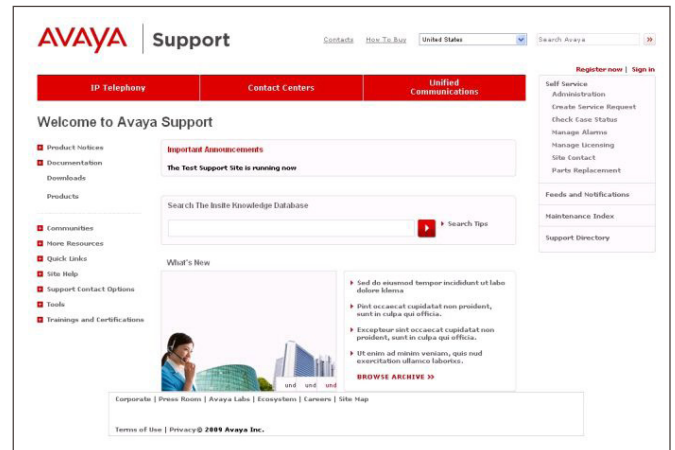
The InSite Knowledge Base will continue to be expanded upon to include:

- **Discussion Forums** based on areas of interest or product with Avaya Subject Matter Expertise joining in the dialogue

- **Tighter integration with other Avaya Tools;** such as, HealthCheck and Avaya Diagnostic ToolKit for Avaya IQ
- **Improved search capabilities**

Important Note: To access the Avaya Knowledge Base, you must be a current Avaya customer with a support contract or an authorized partner. This information will be available to Partners and Customers with an Avaya Support Contract, Single Sign On (SSO) Login and a valid Sold-To/Functional Location Number.

InSite Knowledge Management offers a natural language query box at the top of the page which enables the user to type in a question and perform an advanced search based on product, version/release, type of document and date in which the article was published. The query will search the knowledge base and retrieve the most relevant information related to the question. Search capabilities have been enhanced to provide knowledge based articles that are best suited to address your inquiry. InSite responses will be provided based on weighing commonly reported problems and topic relevancy.



InSite Knowledge Management Base is one of the primary resources that Avaya technical resources use to

Identify and troubleshoot problems. InSite is used by technical associates across the globe to diagnosis problems in a consistent manner.

What's Behind the Scenes?

The InSite Query Box is connected to a database that allows Avaya accredited Service Associates to submit documented and tested process steps for known problem resolutions into a knowledge management database. From this database, Avaya is able to provide in-depth search capabilities, similar to a search engine such as Google™, to proven diagnostic procedures, link to appropriate information related to product updates, application notes and other pertinent documentation. Avaya also uses information

obtained from InSite to improve search responses, product documentation, training and to enhance product development.

Avaya's Diagnostic Methodology and Product Trend Analysis

InSite Knowledge Management connects the 9-step, Avaya Diagnostic Methodology (ADM), to the Avaya Product Trend Analysis (PTA) database. The 9-step diagnostic methodology is used by Technical Associates across the globe:

- To provide a consistent approach to problem resolution
- To search for information based on known issues and corrections
- And to capture new information on troubles that have not yet been solved

Product Trend Analysis (PTA) is used to identify trends and areas for improvement. It is also used to prioritize content that will be provided to InSite users based on search results. PTA will help to identify areas within products, documentation and training that could benefit from additional enhancements.

The goal InSite, ADM and PTA is to provide a methodology to capture, share, reuse, and improve our products, processes and knowledge.

Customer and BusinessPartner Benefits of InSite Knowledge Management Tool

By enabling your access to the Avaya knowledge base on support.avaya.com, we are giving you access to the same tools as our trained support staff, which you can access 24x7. Our goal is to continually increase customer satisfaction and improve the customer experience. Benefiting from others' experiences should provide for faster resolution of troubles, questions or issues. Customers, authorized BusinessPartners and Avaya Associates can access the same information. The content contained within InSite Knowledge Management base is ever changing and growing exponentially. As new troubles arise, resolutions are provided, documented, reviewed, tested and input into the Knowledge Management Database for access.

The Knowledge Management Tool enables information sharing from Avaya to our

customers and partners. New Discussion Forums have been added by areas of interest and products to enable additional dialogue and communication. Discussion forums will be supported by resources within the Avaya Global Support Services Organization in order to add value and content. By solving the problem once, documenting the cause, identifying the steps used to diagnose the issue and resolve the problem, and publishing the known resolution — everyone wins.

Start using this new powerful tool now!

How to Get Started:

To access the most in-depth information from the InSite Knowledge Management search engine, you will need an Avaya Single Sign On (SSO) Login and a Sold-To number associated with your support contract. If you already have an SSO Login you are ready to begin. If not, obtaining an SSO Login and associate your Sold-To Numbers with your SSO Login. Then log back into <http://support.avaya.com> and begin typing in your queries. It is that simple.

For more detailed instructions on how to use and access the knowledge base go to support.avaya.com

About Avaya

Avaya is a global leader in enterprise communications systems. The company provides unified communications, contact centers, and related services directly and through its channel partners to leading businesses and organizations around the world. Enterprises of all sizes depend on Avaya for state-of-the-art communications that improve efficiency, collaboration, customer service and competitiveness. For more information please visit www.avaya.com.



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