



SERVICES BRIEF

Case Status Alerts

Keeping You Informed with Proactive Notification

Avaya Global Services is providing customers and channel partners the ability to sign up to receive proactive notifications with up-to-date status information on trouble tickets and service requests related to your communication solutions. Alerts will be sent via email and other text enabled communication devices at no additional cost to you.

By signing up to receive Case Status Alerts, you and your staff will be informed as to progress that has been made and steps that have been taken to resolve your system problems. You no longer need to call in since you will receive a proactive notice on your ticket or alarm. If you elect to receive Case Status Alert updates, you will receive an email with the status of your case including a link to the Avaya Online Service Manager where you can view additional case details.

Through the Case Status Alert site, you will have the ability to customize **who** within your business receives notifications, what type of updates that they should receive and the **hours** that notifications will be sent. You will have the option to receive notifications on products alarms, trouble tickets and service requests. You may also elect to receive a notification when a ticket or service request is: created, closed, or when certain updates have occurred, such as a technician dispatch, a part is on order, or case notes have been updated.

Below is an example of three easy to read html Case Status Alert email notifications. The Case Status Alert that is in "red" is the initial notification providing the details of the case when the notification was generated, the "yellow" indicates that the ticket is still open; however, an update to the case has occurred, and the "green" alert indicates that the ticket has been successfully closed and resolved. Detailed information will be available for you to access at support.avaya.com using the Check Case Status function in the Online Service Manager. Here you can read case notes and other details of your case. Also, if at any time you have a concern you should feel free to call the Avaya contact that has been assigned your case.

To sign up for Case Status Alerts, you will need to have a Single Sign On (SSO) User ID. Your SSO User ID must be associated with the Sold-To Locations in which you wish to receive Case Status Alerts. You can view/add/change Sold To number associations at <http://support.avaya.com> > Sold To Administration. (If the Sold To number is already "owned" by another User ID, you should ask that person to add you as a "user".) Sold-To Administration is shown below under the "Online Service Manager".

From: customer@avaya.com
 To: Request, Notice (Internal)
 Subject: Avaya Service Request Created: 12345678 - AVAYA INC - CO - Case Created

AVAYA Global Services Delivery Services Notification

Dear Valued Avaya Customer,

We have received your service request and are working to resolve the issue. We appreciate your partnership and look forward to providing you excellent service. For more specific detail regarding your case including Case Manager information, please visit the [Avaya Online Service Manager](#) which is accessible anytime.

Included below is a confirmation of your case detail:

Open Notification	
Case ID	12345678
Case Severity	Minor
Sold To Location	AVAYA INC
Sold To Address	8744 LUCCENT BLVD, HIGHLANDS RANCH, CO, 801292371 USA
Reported By	JOBEN SMITH
Date Reported	Wed Jun 18, 2008 12:19 PM MDT
Case Status	Created
Case Description	extension 42168 unable to dial interation using international authorization code

* This notification was generated by Alert ID: 011121499

Please visit [Avaya Online Service Manager](#) to:

1. View Current Case Status
2. View Current Case Manager
3. View Case Notes
4. View Avaya Diagnostic Methodology

[Case Status Alerts Information](#)
 For information on Case Status Alerts please visit the Case Status Alerts Information page.

From: customer@avaya.com
 To: Request, Notice (Internal)
 Subject: Avaya Service Request Update: 12345678 - AVAYA INC - CO - Case Note Change

AVAYA Global Services Delivery Services Notification

Dear Valued Avaya Customer,

We are working to resolve case 12345678 and have an update for you. This update is to advise you that: There is a Case Notes change.

For more specific detail regarding your case including Case Manager information, please visit the [Avaya Online Service Manager](#) which is accessible anytime.

Included below is an update of your case detail:

Open Notification	
Case ID	12345678
Case Severity	Minor
Sold To Location	AVAYA INC
Sold To Address	8744 LUCCENT BLVD, HIGHLANDS RANCH, CO, 801292371 USA
Reported By	JOBEN SMITH
Date Reported	Wed Jun 18, 2008 12:19 PM MDT
Date Updated	Fri Jun 20, 2008 12:38 PM MDT
Case Description	extension 42168 unable to dial interation using international authorization code

* This notification was generated by Alert ID: 011121499,12345678

Please visit [Avaya Online Service Manager](#) to:

1. View Current Case Status
2. View Current Case Manager
3. View Case Notes
4. View Avaya Diagnostic Methodology

[Case Status Alerts Information](#)
 For information on Case Status Alerts please visit the Case Status Alerts Information page.

From: customer@avaya.com
 To: Request, Notice (Internal)
 Subject: Avaya Service Request Closed: 12345678 - AVAYA INC - CO - Case Closed

AVAYA Global Services Delivery Services Notification

Dear Valued Avaya Customer,

Your case 14706924 has been resolved. We appreciate the opportunity to provide you with excellent service!

Included below is a recap of the completed case:

Case ID	12345678
Case Severity	Minor
Sold To Location	AVAYA INC
Sold To Address	8744 LUCCENT BLVD, HIGHLANDS RANCH, CO, 801292371 USA
Reported By	JOBEN SMITH
Date Reported	Wed Jun 18, 2008 12:19 PM MDT
Date Completed	Fri Jun 20, 2008 1:07 PM MDT
Case Status	Closed
Case Description	extension 42168 unable to dial interation using international authorization code
Resolution Narrative	re-assign authorized code

* This notification was generated by Alert ID: 011121499,12345678

Please visit [Avaya Online Service Manager](#) to:

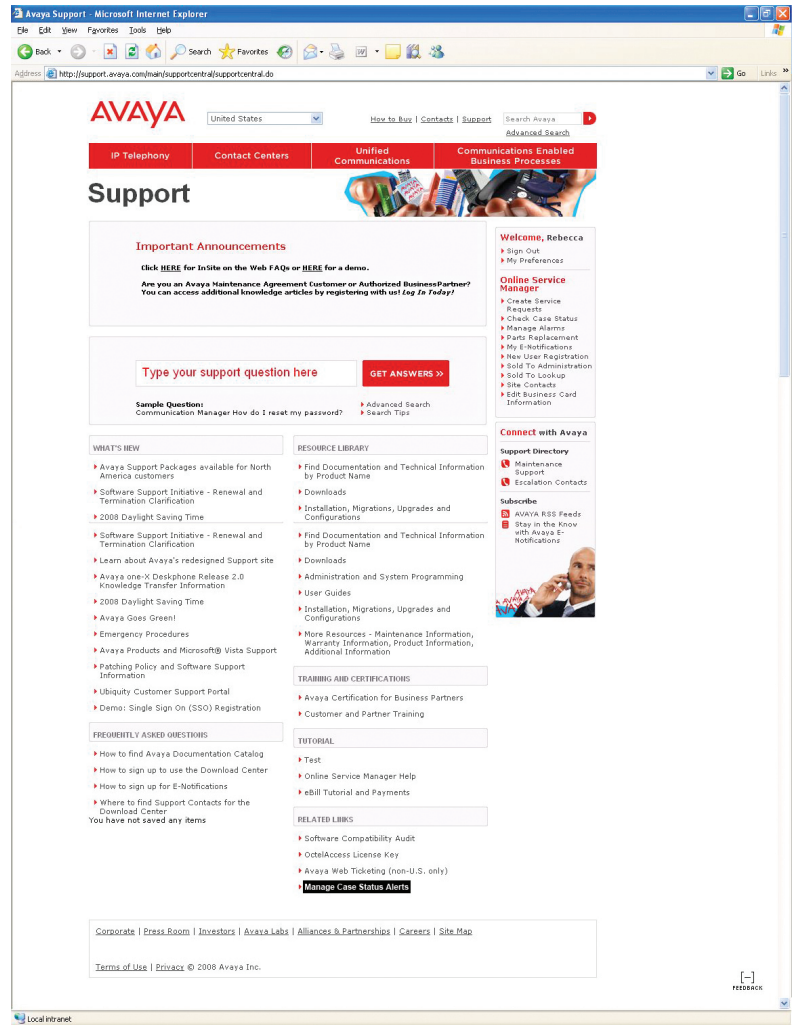
1. View Current Case Status
2. View Current Case Manager
3. View Case Notes
4. View Avaya Diagnostic Methodology

[Case Status Alerts Information](#)
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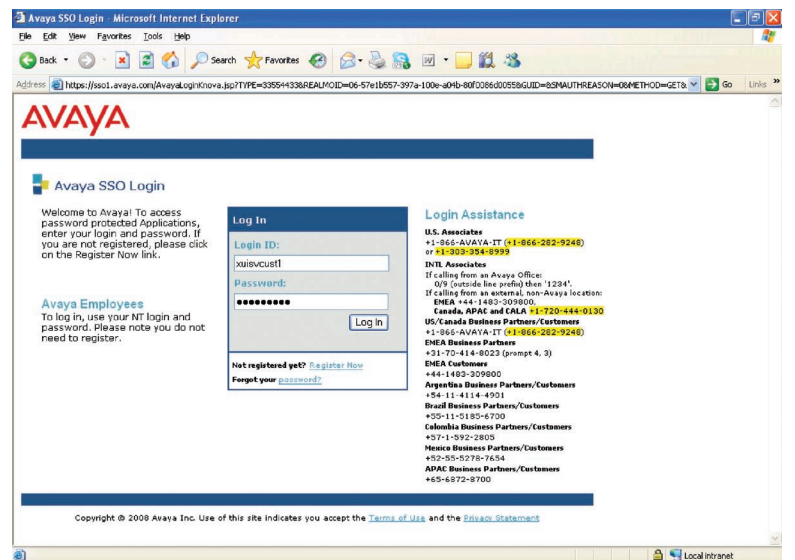
If you are already using the Online Service Manager for Creating Service Requests or for Checking Case Status, Parts Replacement, or are using the Download Center, the User ID has already been associated with the Sold-To number.

After you have completed your Sold To Administration, all you need to do is go to:

- <http://support.avaya.com>
- Scroll to the section titled “Related Links”
- Click on “Manage Case Status Alerts” and login with your SSO password
- Follow the steps to Create an Alert



If you are not currently signed in with your Avaya SSO Login, you will be prompted to sign in.



The **Case Status Alert Menu** enables you to set up and modify which Sold-To(s) and events will generate a notification to you or your team members.

Menu Selection	Description
Home	Takes you to the Case Status Alerts Home Page
My Account Profile	View your Single Sign On profile View / Edit your Time Zone used for Case Status Alerts
My Alerts	A list of existing Alerts <ul style="list-style-type: none"> • Turn on / off alerts (Active / Deactivate) • Edit alerts • Delete alerts • View alert rules • Prioritize alerts
Create an Alert	Add / Create a new Alert
Address Book	My Addresses <ul style="list-style-type: none"> • A list of existing contacts • Edit contacts • Delete contacts • Send a test notification to contacts Add an Address <ul style="list-style-type: none"> • Add a new contact
Help	Includes the User Guide and access to Frequently Asked Questions

Case Status Alerts

- ▶ [Home](#)
- ▶ [My Account Profile](#)
- ▶ [My Alerts](#)
- ▶ [Create an Alert](#)
- ▶ [Address Book](#)
- ▶ [Help](#)

The **“Alert Setup”** screen enables you to customize your notifications.

Case Source

Select from Product Alarms and/or Service Requests (cases reported by calling Avaya or submitted via the ticketing website)

Case Severity

Major – Includes severities 3, 4, and totally out of service

Minor – Includes severities 1 and 2

Case Events to monitor

- Case Creation – to receive the initial case creation email
- Case Description change – if the case description has changed
- Case Notes change – if case notes have changed
- Status change to Parts on Order – if a part has been ordered
- Status change to Technician Dispatched – if a technician is being sent on site
- Status change to Monitored – if the case is put in a monitored state before being closed
- Case Completion – to receive the final case completion email

To view the advanced options click on Advanced to expand the selection.

Advanced

If you only want to be notified about cases that are still open after a certain number of minutes then you can set an Alert Me Delay Interval. You can select from 15, 30, 45, or 60 minutes. This feature applies to any type of case you have selected for this alert. It is most useful for Product Alarms because Avaya's EXPERT SystemsSM resolve a large percentage of Product Alarms within the first 15 minutes.

By using the “**Address Book**” Link you can set up other members within your team to receive Case Status Alerts and test the system. You have the ability to:

- Add new contacts
- View existing contacts
- Edit contacts
- Delete contacts
- Send a test notification to contacts

Case Status Alerts are sent using either SMS for mobile devices or Email using HTML format or plain text.

For more in-depth information you can access the Case Status Alert User Guide by clicking on the Help Link on the left hand navigation bar or click on the list of Frequently Asked Questions below the user guide.

Our goal is to keep you updated with the latest status and provide you time saving tools to assist you in your day-to-day activities. Please take a minute to sign up for Case Status Alerts for the systems that you support so you can always be well informed.

About Avaya

Avaya delivers Intelligent Communications solutions that help companies transform their businesses to achieve market-place advantage. More than 1 million businesses worldwide, including more than 90 percent of the FORTUNE 500[®], use Avaya solutions for IP Telephony,

Unified Communications, Contact Centers and Communications Enabled Business Processes. Avaya Global Services provides comprehensive service and support for companies, small to large. For more information visit the Avaya Web site: <http://www.avaya.com>.

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[avaya.com](http://www.avaya.com)