



Aastra Intecom Engineering Services

Solutions for customer-driven initiatives

An organization dedicated to delivering professional services and software enhancements for customer specific requirements. Engineering Services engagements can consist of any combination of feature enhancements, application development, third-party product integration, technology interoperability testing, and consulting services:

- » Solutions based on the global Aastra product portfolio
- » Enhancement of core product lines
 - Pointspan®
 - Centergy® Reporting
 - Centergy® Remote
 - OAI
- » Integration of third-party solutions
- » Validation of technology interoperability
- » Consulting services to improve overall solution value

Case In Point - Pointspan

A customer implemented a Pointspan solution where the initial configuration utilized over 80% of the available OAI channels. The number of channels that were used left no significant room for future expansion. Aastra Intecom provided an enhancement that increased the number of OAI channels from a maximum of 63 to 100 which would facilitate future expansion of the Pointspan solution for this customer.

Case In Point - Pointspan

A customer with a Pointspan system had implemented multiple OAI applications that required constant database access. The number of applications exceeded the maximum number of database transport channels which caused operational issues with the OAI applications. Aastra Intecom provided an enhancement that increased the number of database transport channels from 15 to 100 for this customer.

Case In Point – Pointspan and OAI

A customer utilizing an external application, to control call treatment via OAI channels, required a method to have Pointspan call guide logic act as a failsafe for call treatment in the event that the external application failed or connectivity to the application was lost. Aastra Intecom created an enhancement that provided real-time control of Pointspan's call guide logic which included a watchdog function that could be utilized by an external application via an OAI interface.

Case In Point – Centergy Remote

A customer had a custom desktop application utilized by their call center agents and wanted to use the same application for Centergy Remote agents. However, the customer did not want the remote agents to be required to deal with two separate applications or user interfaces. Aastra Intecom created an Active-X connector for the Centergy Remote solution that allowed the customer to integrate their custom desktop application with the functionality provided by Centergy Remote which provided a single application and a single user interface for the agents.

Case In Point – Service Engagement

A customer wanted to connect a quality monitoring solution to a Pointspan system supporting their call center solution. The quality monitoring solution vendor that was selected had no previous integration with an Aastra Intecom platform. Aastra Intecom provided consultation and a lab environment for the vendor to develop and validate their solution with the Pointspan system and the OAI interface.

Engineering Services Engagement Methodology

» Engineering Services Engagement Form

Customer contact can be initiated by completing an Engineering Services Engagement Form and delivery of that form to your Aastra Intecom representative.

» Budgetary Estimate

Engineering Services will provide an estimate that can be used for budgetary analysis by the customer. The estimate will include a description of the enhancement and/or service and an estimated price. The budgetary estimate is valid for 90 days from the point of its delivery to the customer.

» Scope of Work

The Scope of Work is a detailed analysis and provides a description of the enhancement and/or service. This phase of the process is customer-funded and the amount will be applied to the price of the engagement, if purchased. This phase consists of the following elements:

- Functional Requirements
- Test Plan
- Acceptance Criteria
- Customer Sign Off
- Final Quote
- Timeline
- Targeted Release, where applicable

» Service Engagement and/or Enhancement Development

This phase of the process begins when both the customer and Aastra Intecom Engineering Services have signed the Scope of Work. The phase is comprised of the following steps and deliverables:

- Test plan execution and results provided to customer
- Customer given opportunity to review and test enhancement in Aastra Intecom's labs
- If applicable, load enhancement into the customer's lab
- Technology transfer, including applicable documentation and training
- Load enhancement into the customer's production environment
- Enhancements will be delivered in form of software licenses
- Migrate enhancement into future software release process
- Enhancements can be added to the customer's Support Services Agreement under Software Subscription Support

Requests and engagements can be facilitated by your Aastra Intecom representative. An Enhancement Request Form must be completed and delivered to facilitate the creation of a Budgetary Estimate.

Engineering Services

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