



Alcatel  
**OmniPCX Enterprise**

# Alcatel Applications Partner Program Inter-Working Report

**Partner: Konftel**  
**Application type: Conference Phone**  
**Application name: Konftel 200W**



The product and version listed have been tested with the Alcatel Communication Server and the version specified hereinafter. The tests concern only the inter-working between the Application Partner product and the Alcatel Communication platforms. The inter-working report is valid until the Application Partner issues a new version of such product (incorporating new features or functionality), or until Alcatel issues a new version of such Alcatel product (incorporating new features or functionality), whichever first occurs.

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## Tests identification

Date of the tests	January 19 2006
Alcatel's representative	Daniel FRIT
Partner's representative	Torbjorn KARLSSON
Alcatel Communication Platform (OmniPCX 4400/Enterprise, OmniTouch, OmniPCX Office, ...)	OmniPCX Enterprise
Alcatel compatibility release	R6.2 (F3.301.14)
Partner's application version	R1C
Environment (if it has a sense)	<input type="checkbox"/> ACD <input checked="" type="checkbox"/> Business

Author(s): Daniel FRIT  
Reviewer(s): Rachid HIMMI

### Historic

Edition 1: creation of the document – 01/19/2006  
 Edition 2: modification (chapter 6.0) 01/23/06

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## Test results

Passed                       Refused                       Postponed  
 Passed with restrictions

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

## Company Contact Information

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# TABLE OF CONTENTS

<b>1</b>	<b>INTRODUCTION.....</b>	<b>5</b>
<b>2</b>	<b>APPLICATION INFORMATION .....</b>	<b>6</b>
<b>3</b>	<b>TESTS ENVIRONMENT.....</b>	<b>7</b>
3.1	GENERAL ARCHITECTURE .....	7
3.2	HARDWARE CONFIGURATION.....	8
3.3	SOFTWARE CONFIGURATION.....	8
<b>4</b>	<b>SUMMARY OF TEST RESULTS .....</b>	<b>9</b>
4.1	SUMMARY OF MAIN FUNCTIONS SUPPORTED .....	9
4.2	SUMMARY OF PROBLEMS .....	9
4.3	SUMMARY OF LIMITATIONS .....	9
<b>5</b>	<b>TEST SCENARIOS .....</b>	<b>10</b>
5.1	TEST PROCEDURE.....	10
<b>6</b>	<b>TESTING.....</b>	<b>11</b>
6.1	CONNECTIVITY AND SET-UP.....	11
6.1.1	<i>Test objectives.....</i>	<i>11</i>
6.1.2	<i>Test procedure .....</i>	<i>11</i>
6.2	ENCRYPTION SETTING.....	12
6.2.1	<i>Test objectives.....</i>	<i>12</i>
6.2.2	<i>Test procedure .....</i>	<i>12</i>
6.3	BASIC INTERNAL CALLS .....	12
6.4	BASIC EXTERNAL CALLS .....	13
6.5	COMMUNICATION FEATURES.....	13
6.6	AUDIO PERFORMANCE.....	14
6.7	HAND OVER AND ROAMING.....	15
6.8	RELIABILITY.....	16
6.9	KONFTEL 200WCONFERENCE PHONE.....	16
6.10	RADIO FIELD.....	16
	<b>APPENDIX A : APPLICATION DESCRIPTION.....</b>	<b>17</b>
	<b>APPENDIX B: ALCATEL COMMUNICATION PLATFORM: CONFIGURATION REQUIREMENTS .....</b>	<b>18</b>
	<b>APPENDIX C: PARTNER ESCALATION PROCESS .....</b>	<b>19</b>
	<b>APPENDIX D: AAPP PROGRAM, DOCUMENTATION AND TECHNICAL ASSISTANCE .....</b>	<b>20</b>
	<b>APPENDIX E: ALCATEL ESCALATION PROCESS IN CASE OF PROBLEM WITH A QUALIFIED EXTERNAL APPLICATION (REFERENCED IN THE AAPP).....</b>	<b>24</b>

# 1 Introduction

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The goal of these tests is to qualify an external application as an Alcatel Applications Partner Program solution for the Alcatel Communication Platform.

The scope of the tests is the interoperability of the application with the Alcatel Communication Platform. It covers a basic or complex inter-working to ensure that services requested by the application and provided by the Communication Platform (and/or conversely) are properly completed.

These tests do not verify the functional achievement of the application as well as they do not cover load capacity checks, race conditions and generally speaking any real customer's site conditions.

***We perform only functional tests and not specific radio measurements in different types of radio environments ( office, assembly plant with metallic parts, etc... )***

## 2 Application information

**Application type:**

*DECT GAP conference system*

**Application commercial name:** KONFTEL 200W

**Application version:** R1C

**Interface type:** DECT-GAP

**Brief application description:**

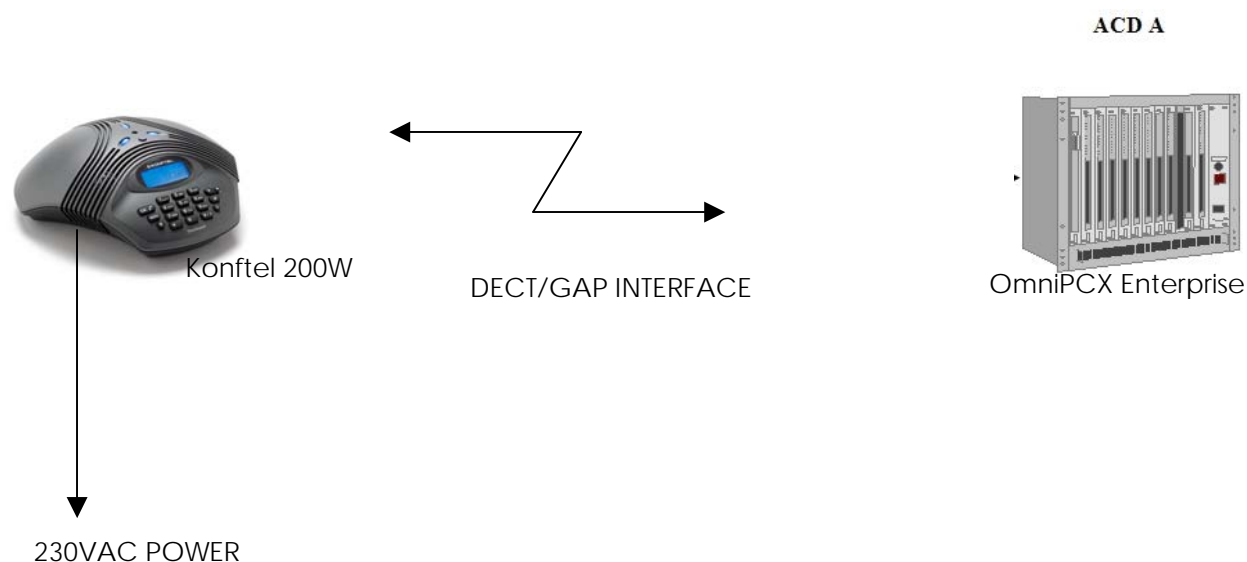
The Konftel 200W is a Conference Phone that connects to OmniPCX Enterprise and OmniPCX Office via the DECT channel.

**General Architecture:**

The 200W is connected to the OmniPCX system thru a DECT/GAP handset registration procedure.

Then the user can :

- answer incoming voice calls (internal/external)
- dial outgoing calls (internal/external)
- can setup a conference call using PBX functions

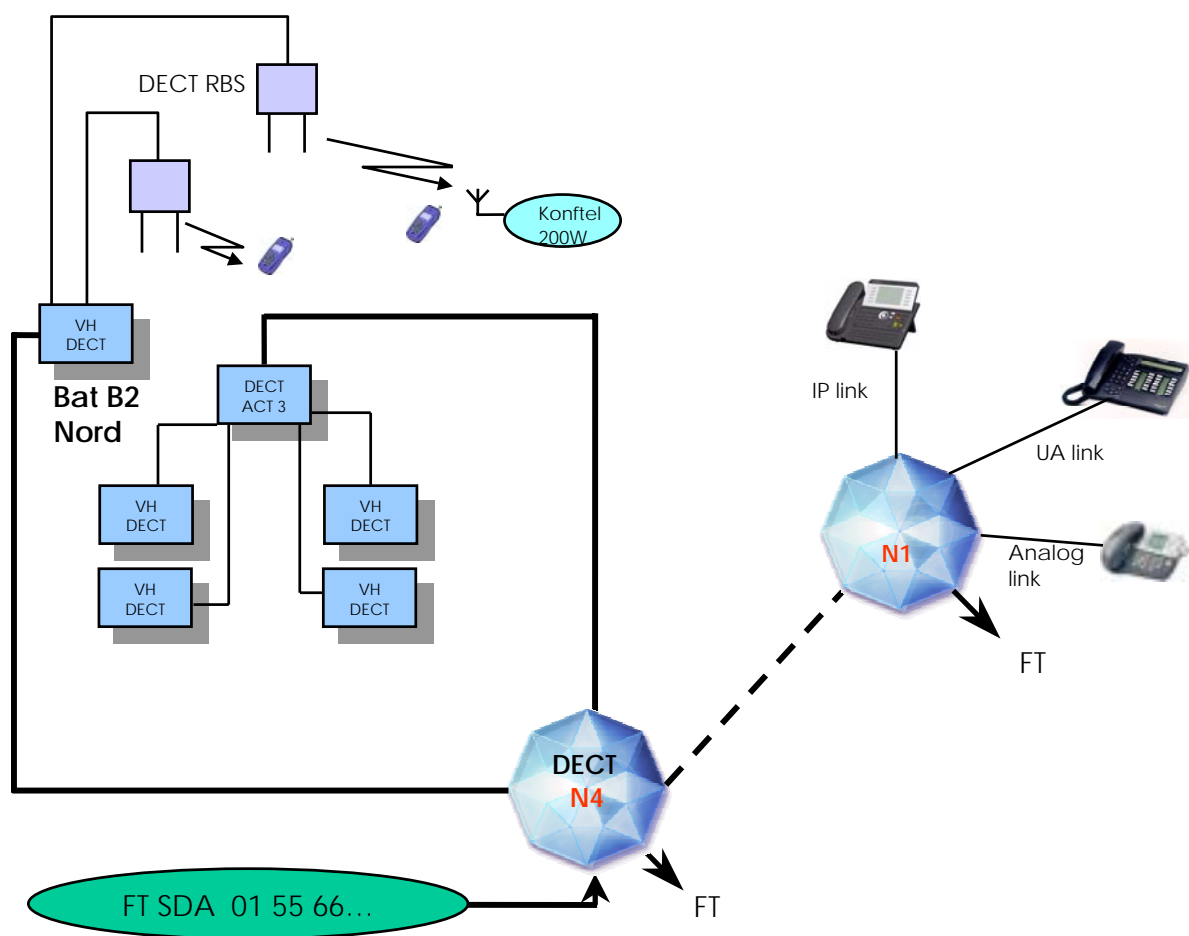


# 3 Tests environment

## 3.1 General architecture

The tests are performed on the Alcatel Colombes internal Beta Test node in the following environment:

Figure 1 Tests environment



## 3.2 Hardware configuration

- **Alcatel Communication Platform:** CPU6; ISDN T2 and PCM interfaces, UA and Z interfaces, digital and analogues sets, DECT sets.

## 3.3 Software configuration

- **Alcatel Communication Platform:** OmniPCX Enterprise 6.2 Ux (f2.301.14) main network
- **Alcatel Communication Platform:** OmniPCX Enterprise 5.0 Ux (d2.314.7) Lab network



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## 4 Summary of test results

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### 4.1 Summary of main functions supported

*All GAP and normal telephone features supported and tested.*

<b>200W DECT Conference Phone</b>	
Receive incoming calls	OK
Dial outgoing calls	OK
Setup conference calls	OK
Call forwarding	OK
Call requests	OK

### 4.2 Summary of problems

*None*

### 4.3 Summary of limitations

*No hand over supported and roaming only supported in idle state.*

## 5 Test Scenarios

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### 5.1 Test procedure

Step	Action	N/A	Result	Origin of the problem	Comment
------	--------	-----	--------	-----------------------	---------

**Step:** a test may comprise multiple steps depending on its complexity. Each step has to be completed successfully in order to conform to the test. Step 0 when present represents the initial state for all the following steps.

**Action:** describes which action to realize in order to set-up the conditions of the test.

**N/A:** the step within this test is not applicable to this application. This has to be filled in only if the test is checked as mandatory in the applicability box. In that case, the column comment must indicate the reason of the non-applicability (e.g.: service not supported).

**Result:** describes the result of the test from an external point of view. If it is positive, it describes which application's trigger was checked. If it is negative, it describes as precisely as possible the problem.

**Origin of the problem:** this column has to be filled in when a problem occurs during the test. It must contain a high level evaluation of the localization of the responsibility: Alcatel or the Partner.

 **it is not intended during this test session to debug and fix problems.**

## 6 Testing

The interoperability tests between Konftel 200W and Alcatel OmniPCX Enterprise have been pure functional tests. No tests have been performed regarding the respect of the DECT/GAP protocol itself, the radio behavior (tests in different radio environments, tests in disturbed radio environments) as well as the behavior in a DECT environment with high signaling traffic (base station with almost or all channels busy etc.).

### 6.1 Connectivity and set-up

#### 6.1.1 Test objectives

These tests shall verify that the different components are properly connected and can communicate together (the external application and the Alcatel Communication Platform are connected and the interface link is operational).

#### 6.1.2 Test procedure

Step	Action	N/A	Result	Origin of the problem	Comment
1	200W is install with automatic way (dectinston) on OmniPCX Enterprise system.		200W is able to be install on the dect network on OmniPCX Enterprise system.		OK
2	200W make a call on the OmniPCX Enterprise system.		200W is able to call a phone on the OmniPCX		OK
3	200W logs out of OmniPCX Enterprise DECT system.		. Is not reachable by OmniPCX Enterprise phones.		OK
4	200W logs in again on OmniPCX Enterprise DECT system.		200W goes back into service. Is reachable again.		OK

## 6.2 Encryption setting

### 6.2.1 Test objectives

This test part checks the correct functionality of encryption setting.

### 6.2.2 Test procedure

Step	Action	N/A	Result	Origin of the problem	Comment
5	Encryption is activated on CONFIGURATION system by CONFIGURATION tool. 200W calls		Call is possible.		OK
6	Encryption is deactivated on CONFIGURATION system by CONFIGURATION tool. 200W		Call is possible.		OK

## 6.3 Basic internal calls

This test part checks the correct functionality of different basic call scenarios.

Call scenarios will be done using an analogue phone with no. ...., a digital phone with no..., a DECT phone with no....., and further 200W phone with no: .....

Step	Action	N/A	Result	Origin of the problem	Comment
7	200W calls an analog phone. The phone takes the call. Caller goes on hook.		Call is possible.  Connection is released.		OK
8	200W calls a digital phone. The phone takes the call. Called party goes on hook.		Call is possible.  Connection is released..		OK
9	A DECT Phone calls 200W ; 200W takes the call. Caller goes on hook.		Call is possible.  Connection is released..		OK

## 6.4 Basic external calls

This test part checks the correct functionality of different basic external call scenarios. The used analogue line has the external number ; and the digital line has the external number.

Step	Action	N/A	Result	Origin of the problem	Comment
10	200W calls analog phone ( external :01 55 66 .... which is in the OmniPCX Enterprise network.		Call is possible.		OK
11	Analog phone, which is in the OmniPCX Enterprise network, calls the 200W (SDA call)		Call is possible.		OK
12	200W calls external phone (Sweden) :..... which is not in the OmniPCX Enterprise network.		Call is possible.		OK
13	External number (Sweden): ....., which is not in the OmniPCX Enterprise network, calls the 200W (SDA call)		Call is possible		OK

## 6.5 Communication Features.

This part checks the correct interaction of Konftel 200W to OmniPCX Enterprise system, when specific communication features (call forwarding, conference etc) are used. phone no:B is digital phone.

Step	Action	N/A	Result	Origin of the problem	Comment
14	200W phone NO:A calls phone no:B using dialing manually..		Call is possible.		OK
15	200W phone NO:A calls phone no:B using block dialing		Call is possible.		OK
16	200W phone NO:A calls phone no:B using redial.		Call is possible.		OK
17	Phone no:B calls 200W ; 200W initiates a callback and calls phone no:D. Phone no:D goes off hook.		Call is possible		OK Callback: dial directly D extension
18	200W phone has a call to phone no:B and a consultation with phone no:D. Press digit 2 on 200W to get back the call to no:B.		200W phone gets back call to phone no:B. Call to no:D is released		OK
19	200W phone NO:A has a call to phone no:B. 200W disconnect phone call using the hook key.		Call is disconnected		OK

20	200W phone has a call to phone no:B and a consultation to phone no:D. 200W forwards call from phone no:B to phone no:D going on hook.		200W is idle. Phone no:B is connected to phone no:D.		OK K200W->B -> D press "3" (conference) on hook -> B+D
21	200W phone makes a phone call to no:B, on hold and a consultation to no:D. 200W toggles to the hold phone call to no:B by pressing digit 1.		200W gets the hold call. The consultation call goes on hold.		OK
22	Conference feature		Feature conference		OK Press "3" to setup conference
23	DTMF dial thru.		Open DTMF dialing thru		OK Prefix "343"
24	200W calls internal phone no:B. no:B takes the call. 200W dials further digits to send the DTMF tones to no:B.		Phone no:B can hear the DTMF tones		OK

## 6.6 Audio performance.

Step	Action	N/A	Result	Origin of the problem	Comment
25	200W initiates call to external subscriber in Sweden		Check subjective audio quality TX		OK Good quality
26	200W initiates call to external subscriber in Sweden		Check subjective audio quality RX		OK Good quality
27	200W initiates call to external subscriber in Sweden		Check subjectively the full duplex.		OK Good quality
28	200W initiates call to internal Alcatel System telephone (IP touch /reflexes)		Check subjective audio quality TX		OK Good quality
29	200W initiates call to internal Alcatel System telephone (IP touch /reflexes)		Check subjective audio quality RX		OK Good quality
30	200W initiates call to internal Alcatel System telephone (IP touch /reflexes)		Check subjectively the full duplex.		OK Good quality
31	200W initiates call to internal Alcatel Mobile DECT 100		Check subjective audio quality TX		OK Good quality
32	200W initiates call to internal Alcatel Mobile DECT 200		Check subjective audio quality RX		OK Good quality
33	200W initiates call to internal Alcatel Mobile DECT 200		Check subjectively the full duplex.		OK Good quality

<b>34</b>	200W initiates call to internal Alcatel Mobile DECT 200		Check subjective audio quality TX		OK Good quality
<b>35</b>	200W initiates call to internal Alcatel Mobile DECT 200		Check subjective audio quality RX		OK Good quality
<b>36</b>	200W initiates call to internal Alcatel Mobile DECT 100		Check subjectively the full duplex.		OK Good quality

## 6.7 Hand over and roaming.

The following tests will be performed on Lab system

This test part checks the correct behaviour if DECT phone changes position in radio area. For that different call scenarios are executed.

This is indeed a important function for the 200W. Therefore roaming is supported by 200W !

<b>Step</b>	<b>Action</b>	<b>N/A</b>	<b>Result</b>	<b>Origin of the problem</b>	<b>Comment</b>
<b>37</b>	200W initiates roaming between 2 base stations connected to the same DECT ACT.		Flashing light on base stations displays roaming.		OK
<b>38</b>	200W initiates roaming between 2 base stations connected to different DECT ACT on the same OmniPCX Enterprise system.		Flashing light on base stations displays roaming		OK
<b>39</b>	200W initiates roaming between 2 base stations connected to different DECT ACT on 2 different OmniPCX Enterprise systems.		Flashing light on base stations displays roaming.		OK "Auto selection" on K200W

*Reminder : When Konftel 200W is in communication mode the base station on which the call was initiated is the same during the communication. There is no hand-hover. and roaming are working only in "idle state", to select the best way to establish communication.*

## 6.8 Reliability.

After regaining normal processing state the functionality of Konftel 200W was checked. Disturbance has to be detected by 200W and it has to come to normal processing state without manual interference

Step	Action	N/A	Result	Origin of the problem	Comment
40	Hard Restart of OmniPCX Enterprise		200W is able to call a phone on the OmniPCX Enterprise system. No manual interference.		OK
41	Soft Restart of OmniPCX Enterprise		200W is able to call a phone on the OmniPCX Enterprise system. No manual interference.		OK
42	Pull base station cable and put it back again.		200W is able to call a phone on the OmniPCX Enterprise system. No manual interference.		OK
43	Pull DECT board and put it back again. (Switched On/Off)		200W is able to call a phone on the OmniPCX Enterprise system. No manual interference.		OK
44	Pull DECT board and put it back again. Phone no:B is connected to this board and phone no:B is in connection with 200W number NO:A.		200W is able to call a phone on the OmniPCX Enterprise system. No manual interference.		OK

## 6.9 Konftel 200Wconference phone

Step	Action	N/A	Result	Origin of the problem	Comment
45	Power off / on of 200W.		200W comes back to work without manual interference.		OK

## 6.10 Radio field.

Step	Action	N/A	Result	Origin of the problem	Comment
46	200W initiates a call and moves out of the radio field area.	NA	Test not done		Need a "faraday room"
47	200W is on and enters radio field area. It initiates a call to phone no:B. no:B takes the call.	NA	Test not done		Need a "faraday room"



## Appendix A : Application description

### Konftel 200W – the DECT conference phone for versatile meetings

The Konftel 200W is a conference phone specially designed for companies that have a DECT infrastructure. It can be connected to existing GAP-compatible DECT systems or a Konftel DECT base station. With easy-to-use functions and optional extra microphones, the Konftel 200W is ideally suited for meetings in larger conference rooms.



#### KONFTEL FEATURES

- **OmniSound®** – crystal clear sound
- **Natural sound** – in both directions (full Duplex)
- **2-year guarantee**

#### KONFTEL 200W FEATURES

- **A practical unit, simple to connect and use**
- **Cordless connection to GAP-compatible DECT systems**
- **Large, illuminated display**
- **Keypad**
- **User-friendly menu system**
- **Tape recorder output**
- **Expansion microphones and remote control as optional**

**Now you can hold a meeting anytime** – regardless of distance and pressing schedules. Konftel makes telephone conferencing the ideal alternative, providing an opportunity to bring people together and hold spontaneous meetings to reach instant decisions. Konftel conference units are all equipped with the unique OmniSound® feature – optimal sound for totally natural, crystal clear communication.

## Appendix B: Alcatel Communication Platform: configuration requirements

### Konftel 200W Dect user data

```

-Consultation/Modification: Usagers-
  No noeud-réseau (réservé soft) : 604
    No annuaire : 66262

    Nom d'annuaire : KONFTEL200
    Prénom annuaire : dect
    Noeud de rattachement : 4
    Adresse alvéole : 255
  Adresse Carte interface : 255
    Adresse équipement : 255
    Type de poste + Poste GAP
      No Entité : 54
      Rôle du Poste + Défaut
      Nom du profil : -----
    Profil de Touches + Sans
  Identifiant du domaine : 0
    No Langue : 1

    Code secret : ****
    Confirmer : ****

    No poste associé : 66262
    No Centre de frais : 255
    Nom centre de frais : S0255
    Catégorie de taxation + Justifié
  Catégorie accès rés.public : 4
  Catégorie renvoi vers l'extérieur : 255
  No Catégories d'expl.tél. : 0
  No Catégorie de connexion : 0
  No ann.Groupe de postes : -----
  No annuaire groupe ACD : -----
  Groupe d'interception : -----
    Canal réservé + Non
  No annuaire Mess.Vocale : -----
  Type Messagerie Vocale + Sans
  
```

```

-Consultation/Modification: Poste DECT-
  No noeud-réseau (réservé soft) : 604
    No annuaire : 66262
    Instance (réservée soft) : 1

    Type de poste + Poste GAP
      Enregistré + Oui
      IPUI N : 00036701373430
      IPUI O : 040000000000006304610
    Débord.sur échec rech. + Non
  No annuaire de débord.rech. : -----
    Type + Inconnu
    Niveau de sécurité + Identité
  Pli donne au poste Dect : 31
    Type usager DECT + Usager Permanent
    Expiration: Jour : 0
    Expiration: Mois : 0
    Expiration: Année : 0
  Droit mobilité réseau + Non
    Coquille vide + Non
    Affichage GAP + Oui
    Afficheur GAP + Afficheur 10 caractères
  
```

## Appendix C: Partner escalation process

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➔ *Shall contain the description of the escalation process on partner side with all contact people or/and phone numbers, e-mails or web accesses..*

In the case the customer, user, Alcatel business partner or reseller needs support konftel is offering support in the following way:

### **First line support:**

Thru Konftel business partners representative in the local market: EMEA, US, APAC and CALA. The partner can be found thru the Konftel web site [www.konftel.com](http://www.konftel.com) directly or in-directly by contact to Konftel:

Email: [info@konftel.com](mailto:info@konftel.com)

Telephone: +46-90706489 (hotline office hours 08:00-17:00 GMT+1)

Fax: +46-90131435

[Link to all Konftel 200W information >>](#)

[Link to FAQ >>](#)

### **Second line support:**

Detailed technical questions can be answered by our product specialist:

Mr Tommy Edlund

Tel: +46-90706470

Email: [tommy@konftel.com](mailto:tommy@konftel.com)

### **Commercial sales support**

Detailed commercial questions should be directed to:

Mr Clarence Jacobson, Sales and Marketing Director

Tel: +46-90706470

Email: [info@konftel.com](mailto:info@konftel.com)

### **Warranty:**

Konftel has a 2 year swop warranty policy. [Link to warranty information on konftels web site >>](#)

## Appendix D: AAPP program, documentation and technical assistance

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### Alcatel Applications Partner Program (AAPP)

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#### Complete e-business solutions at your disposal

The Alcatel Applications Partner Program is designed to support companies that develop communication applications for the enterprise market, based on Alcatel's Omni product family. The program provides tools and support for developing, verifying and promoting compliant third-party applications that complement Alcatel's Omni-based products. Alcatel facilitates market access for compliant applications.

The Alcatel Applications Partner Program (AAPP) has two main objectives:

- **Provide easy interfacing for Alcatel communication products:**  
Alcatel's communication products for the enterprise market include infrastructure elements, platforms and software suites. To ensure easy integration, the AAPP provides a full array of standards-based application programming interfaces and fully-documented proprietary interfaces. Together, these enable third-party applications to benefit fully from the potential of Alcatel products.
- **Test and verify a comprehensive range of third-party applications:**  
to ensure proper inter-working, Alcatel tests and verifies selected third-party applications that complement its portfolio. Successful candidates, which are labelled Alcatel Compliant Applications, come from every area of voice and data communications.

The Alcatel Applications Partner Program covers a wide array of third-party applications/products designed for voice-centric and data-centric networks in the enterprise market, including terminals, communication applications, mobility, management, security, ...

#### Web site

If registered Alcatel Application Partners, you can access the AAPP website at this URL:  
<http://www.applicationspartner.alcatel.com/>

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#### Alcatel.com

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You can access the Alcatel website at this URL: <http://www.alcatel.com/>

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## Alcatel documentation

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### Alcatel Applications Partner Program (AAPP)

If registered Alcatel Application Partners, you can access the current AAPP documentation at this URL:

<http://www.applicationspartner.alcatel.com/> and then click the *Partner Center* link.

### Alcatel Business Partner Program (ABPP)

The Alcatel Business Partner Program is designed to empower and maximize the business of the Partners. In addition, it enables them to help their customers successfully maximize their telecom investment through optimum deployment and proper configuration of Alcatel's solutions. Alcatel Partners also receive the added benefit of rapid, highly qualified service and support as well as world class training. Alcatel will work closely with Business Partners to provide top quality design, delivery, and support of the very best solutions for your customers. The Business Partner Program is designed around a flexible and scalable framework so each Partner can identify the exact support they need. So, depending on your specific requirements you can quickly become a 'Certified', 'Expert' or 'Premium' Business Partner with one of the world leaders in the communications industry.

If registered Alcatel Business Partners, you can access to an exciting on-line resource centre with a wealth of information on all product lines at this URL:

<http://www.businesspartner.alcatel.com>

## Technical assistance

In order to guide you in your purchasing decisions and provide you with assistance for updating our Communication Server and Networking Infrastructure products and for commercial development, Alcatel has created the **SUPPORT CENTER**. The **SUPPORT CENTER** is responsible for the management and routing of all your requests. It includes **e-Support** and a **Contact Centre** reserved for registered Alcatel Application Partners and Alcatel Business Partners.

The **Contact Centre** is open 24 hours a day; 7 days a week and is available in 5 languages. This Call Centre has a team of 15 people and handles 10; 000 requests per month.

- e-Support from the Alcatel Application Partners Web site (if registered Alcatel Application Partners): <http://www.applicationspartner.alcatel.com/> click the *Partner Center* link and then *Support*
- e-Support from the Alcatel Business Partners Web site (if registered Alcatel Business Partners): <http://www.businesspartner.alcatel.com> click the *e-Support* link and then *e-Service Request*
- e-mail: [Support.Center@Alcatel.fr](mailto:Support.Center@Alcatel.fr)
- Fax number: +33 (0) 3 90 67 73 45
- Telephone numbers:

Alcatel Business Partners Contact Center:

France :	0 811 900 110	French agent
Austria :	0 810 810 012	German agent
Denmark :	70 11 21 09	English agent
Germany :	0 1 803 000 680	German agent
Ireland :	1 890 925 039	English agent
Italy :	848 800 389	Italian agent
UK :	0 845 601 4101	English agent
Spain :	901 120 085	Spanish agent
Switzerland :	0 844 850 588	German agent

For other countries:

English answer : + 33 (0)3 88 55 69 04

French answer : + 33 (0)3 88 55 69 02

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## Alcatel training

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Technological innovative cycles are quickening and your customers are more and more demanding regarding the quality of services. In order to meet these requirements, you have to invest in skills: a key success factor for services.

If registered Alcatel Business Partners, you can access to the training part at this URL: <http://www.businesspartner.alcatel.com> and then click the *Training* link.

Our vision of learning services is described in the **Services Portfolio section**. The **Certification section** gives you some statistics and details on how training curricula are designed to match certification levels.

All updated training curricula and assessment tools are available in the **Curricula & Catalogues section**.

The **Schedule section** is regularly updated to show forthcoming training sessions over the world. The **How to Enrol section** provides you with the registration procedure and the Alcatel University Customer Service list of contacts world wide.

Last but not least, find statistics and reports of what you think about our training services in the **Customer Satisfaction section**.

**The Alcatel commitment : enabling you to optimise your training investments.**

## Appendix E: Alcatel escalation process in case of problem with a qualified external application (referenced in the AAPP)

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### Introduction

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The purpose of this appendix is to define the split of responsibilities and the escalation process to be applied by the Business Partners when facing a problem with a solution involving an Alcatel platform and an external application **with an valid Alcatel Inter-working report**.

### Application qualification rules

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The application qualification rules are as follows:

- **All officially supported AAPP applications are qualified by Alcatel and the Application Partner.**
- An official Inter-Working Report (IWR) is available on the AAPP Web site.
- Only the major releases of both parties are qualified. Qualification tests are usually not performed for intermediate versions. Only the existence of the IWR of the AAPP Web site **for the right Alcatel release** is the guarantee that the application has been qualified with this Alcatel release.
- If the IWR for the Alcatel release is not available, Alcatel doesn't engage any responsibility. In that case, please contact the central Pre-Sales team.
- The existence of the IWR engages Alcatel **and the Application Partner**. Both parties are engaged, not exclusively Alcatel (see the section escalation process).

**Warning:**

- The possibility to configure the Alcatel PBX with ACTIS quotation tool in order to interwork with an external application, is not a guarantee of the availability of the solution. Please check the availability of the Inter-Working Report on AAPP web site.



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## The escalation process

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As stated above, the Alcatel support will be limited to applications with a valid inter-working report. Known problems or remarks mentioned in the IWR will not be taken into account.

In case of problem, the two parties, Alcatel and the Application Partner, are engaged:

☞ **Case 1: the responsibility can be established 100% on Alcatel side**

In that case, the problem must be escalated by the Business Partner to the Alcatel Hot-line via the standard process.

☞ **Case 2 : the responsibility can be established 100% on Application Partner side**

In that case, the problem must be escalated directly to the Application Partner.

☞ **Case 3 : the responsibility can not be established**

In that case the following process applies:

1) **The Application Partner shall be contacted first by the Business Partner** or the party responsible for that Application for an analysis of the problem.

Alcatel has to be involved solely if the application partner demonstrate, with traces, after reproduction of the problem, that the defect which has generated the end-user's demand of support is coming from the equipment provided by Alcatel or if he needs support of Alcatel.

2) The Business partner will escalate the problem to the Alcatel Hot-line if the Application Partner has demonstrated a problem on Alcatel side or if the Application Partner (not the Business Partner) needs the involvement of Alcatel.

In that case, **the Business Partner must provide the reference of the Case Number on Application Partner side**. The Application Partner must provide to Alcatel the results of its investigations, traces, etc, related to this Case Number.

Alcatel reserves the right to close the case opened on his side if the investigations made on Application Partner side are insufficient or do no exist.

Involvement of the Business Partner is mandatory because the access to the Alcatel Platform (remote access, login/password) is under the Business Partner responsibility.