

DETAILED SERVICE DESCRIPTION

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## Alcatel-Lucent Enterprise OmniPCX Open Gateway

### Mentoring Service Pack



**Help you ramp up your skills quickly during adoption of new products and technologies.**

November 2023

Product Families	Eligible Customers
<b>Alcatel-Lucent OmniPCX® Enterprise</b>	Business Partners DSPP members

This Detailed Service Description adopts and incorporates by reference the terms and conditions set forth in the General Terms and Conditions for Services in force at the time the service is ordered by the Customer. The Service Terms & Conditions can be consulted or downloaded at any time from the Alcatel-Lucent Enterprise website MyPortal.

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# 1. SERVICE DESCRIPTION

## 1.1 Service Summary

The OmniPCX Open Gateway (here in after designated as O2G) provides an easy integration for business communications into your applications or processes with Alcatel-Lucent OmniPCX® Enterprise Communications Server. Developers access OmniPCX Enterprise Communication Server (CS) capabilities, including call control, management and analytics using open web services provided by OmniPCX Open Gateway (O2G) REST APIs.

The O2G is a scalable application gateway that has a built-in Docker engine to host your applications as micro-services or business rules. It offers high-availability capabilities for developing mission-critical applications used in verticals and industries.

Developers who are members of the Alcatel-Lucent Enterprise Developer and Solution Partner Program (DSPP), previously known as the Alcatel-Lucent Enterprise Application Partner Program (AAPP), benefit from O2G documentation, how-to guides, sandboxes, access to technical support and can certify their applications.

The **OmniPCX Open Gateway Mentoring Service Pack** will help Business Partners, End-Customer and DSPP members confidently prepare their O2G deployments and software integration with the accompaniment of a dedicated Alcatel-Lucent Enterprise expert.

The **OmniPCX Open Gateway Mentoring Service Pack** includes three (3) days of remote technical guidance (not necessarily consecutive days) used as below:

- One day to be used during solution preparation and deployment for installation of O2G application, configuration of O2G, configuration on OXE side, basic functional tests, this part includes also remote knowledge transfer on O2G installation and configuration,
- One day of technical coaching on O2G API to be used during software integration, coaching dedicated to call control, phone supervision and CCD agents' features,
- One day of remote support on O2G API dedicated to software developers, this day of support can be considered as a pool of small periods of time that developers use when they need (so could be spread over several weeks)

The remote assistance will be performed by a dedicated Alcatel-Lucent Enterprise expert via a multimedia remote connection (voice/chat/mail/video<sup>1</sup>).

The Alcatel-Lucent Enterprise Mentoring approach optimizes the quality of the installation and software integration performed by the Business Partner, End-Customer or DSPP member and reinforces the trustful relationship between the Business Partner or DSPP member and the End-Customer. The overall objective of this offer is to allow the Business Partner, DSPP member and End-Customer to ramp-up skills and know-how and improve overall efficiency for future O2G instance deployments and software integration.

The **OmniPCX Open Gateway Mentoring Service Pack** is available for one (1) O2G integration.

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<sup>1</sup> Depending on the capabilities of the remote connection

## 1.2 Pre-requisites

The **OmniPCX Open Gateway Mentoring Service Pack** is designed for Business Partners or End-Customers who have a Distributorship Agreement or a M.O.U (Memorandum of Understanding) with Alcatel-Lucent Enterprise (hereinafter designated as ALE).

Those Business Partners must have at least one (1) of their technical experts involved in the project certified at ACSE level on the OmniPCX Enterprise latest release.

Specific requests for this Service Pack can also be addressed through DSPP (Developer and Solution Partner Program).

## 1.3 Service Performance

As our offer includes only remote assistance, the delivery time frame will be comprised between **9am and 6pm (UTC/GMT+1)**.

Shall this timeframe not matching your needs, please contact your local Professional Services representative to discuss available options. Please note that any work requested out of the predefined timeframe may have an impact on the price of the Service Pack. In such a situation, an on-site intervention might be recommended instead of a remote assistance.

## 1.4 Pricing

Service pack	Reference	Fixed Price Euros	Fixed Price USD
OmniPCX Open Gateway 3 days remote support for installation, configuration, knowledge transfer and support to developers	3EY99653AA	3682	4039

Pricing details:

- Price is fixed for the delivery of the services described in this document.
- In the case where delays occur due to the unavailability or incompleteness of defined prerequisites, additional charges may apply.

## 2. SERVICE DELIVERY

### 2.1 Service Initiation (for Business Partners)

The **OmniPCX Open Gateway Mentoring Service Pack** is subject to specific request for quotation. Pricing is fixed.

If the scope of the request exceeds that of the Service Pack, please contact ALE Professional Services for a complementary quotation.

The **OmniPCX Open Gateway Mentoring Service Pack** must be ordered through request to PSPM (Professional Services Proposal Management) for example by sending a mail to the address [ALEprofessionalservices@al-enterprise.com](mailto:ALEprofessionalservices@al-enterprise.com).

Once the order is placed, the Business Partner (Purchaser contact) will be contacted by an ALE Services representative within 2 working days. The service starting date is agreed upon via telephone or email between the Business Partner and ALE Professional Services.

The **OmniPCX Open Gateway Mentoring Service Pack** must be ordered a minimum of three (3) weeks prior to the required service delivery starting date.

### 2.2 Service Initiation (for third party - non-Business Partners)

The **OmniPCX Open Gateway Mentoring Service Pack** is subject to specific request for quotation sent to [dspp@al-enterprise.com](mailto:dspp@al-enterprise.com). Pricing is fixed.

DSPP service will inform PSPM who will prepare a commercial offer.

Upon approval of the proposition by the third party, Professional Services asks Sales Administration to write down a proforma invoice which is sent to the third party.

In parallel, Professional Services expert and the third party can discuss together regarding schedule of the service.

Service starts after payment is received.

The **OmniPCX Open Gateway Mentoring Service Pack** must be ordered a minimum of three (3) weeks prior to the required service delivery starting date.

### 2.3 Service provision

#### 2.3.1 Preliminary phase

Before the **OmniPCX Open Gateway** installation itself, the Business Partner or the third party will check that his equipment is fully compliant with all the prerequisites listed in the **OmniPCX Open Gateway** Installation Manual available on the ALE website MyPortal.

The Business Partner will also provide his customer with the latest ALE BootDVD Docker (available on <https://api.dspp.al-enterprise.com/omnipcx-open-gateway-02g>).

### 2.3.2 Remote assistance for installation, configuration and knowledge transfer

Remote assistance consists in remote installation and configuration guidance provided by the ALE dedicated expert. This assistance will be handled through documents exchange, live online guidance or a remote connection tool when applicable.

Remote connection is to be established at the beginning with a multi-media session (using telephone communication and /or TeamViewer or the Business Partner remote connection tool when applicable). If the Business Partner or Third party is not equipped with a remote connection tool, ALE will propose the TeamViewer solution by default.

The Business Partner, End-Customer or Third-party benefit from knowledge and know-how transfer and learn by doing with examples only, how to take hand over the **OmniPCX Open Gateway** solution software integration.

Before the **OmniPCX Open Gateway** installation itself, the ALE Expert will verify the prerequisites are met (Prerequisites are listed in the **OmniPCX Open Gateway** Installation Manual available on the ALE website MyPortal).

The business partner or Third party who wants to benefit of the knowledge transfer must be skilled about:

- Development language like java, C#, Python or other advanced languages,
- Usage of the REST API thru tools like Postman,
- Have got the usage to implement solution around the telephony and/or Alcatel Enterprise Contact Center Distribution or about Alcatel Enterprise Contact Center Distribution matrix and statistics.

The O2G mentoring service will be delivered through three main phases:

#### 1. Guidance on O2G installation on Customer's server or Virtual Machine:

- SUSE Enterprise Linux Server installation with the appropriate network
- O2G framework installation and configuration

#### 2. Mentoring on OXE configuration and O2G solution:

- OXE configuration to suit the O2G application for the existing environment,
- O2G Installation & Configuration,
- O2G System Management discovery,
- O2G API description in relation to the objects management to integrate,
- O2G softphone example, Agent operation example for software integration

When the ALE Professional Services Expert ends its assistance, the Business Partner's or Third party's staff can manage the **OmniPCX Open Gateway** solution by themselves. A complete documentation is also available on the ALE website MyPortal and on the Communication Hub (<https://api.dspp.al-enterprise.com>).

### 3. Support for developers post mentoring

Alcatel-Lucent Enterprise Professional Services will provide remote assistance to end customer's software developers in order to help them in implementing O2G in their own development.

When they need assistance, software developers can contact our expert for further information regarding O2G, meaning, role of a function or a parameter.

This remote assistance can use different ways: phone call, mails exchange, web conference with screen sharing, remote connection to OXE and/or server hosting O2G or customer's application.

Our expert will manage an internal counter of the time he spends on this support.

This counter is expressed in periods of half an hour.

The current status of the counter can be communicated to end customer on simple request from him.

When the counter approaches or reaches 0, we will draw customer's attention on this, proposing him to buy one more day of support if he thinks it's necessary.

English will be the default language for communication with ALE expert.

### 2.3.3 Example of responsibility matrix

	<u>Customer</u>	<u>Business Partner</u>	<u>ALE</u>
<b>ALE O2G Mentoring Service Pack</b>			
Infrastructure compliance with prerequisites	R	V	
Operating system	R	V	
Operating system installation		R	V
Licensing		R	V
Assistance & coaching for Installation		V	R
Knowledge transfer to the BP's/End Customer Staff		V	R

	<i>R = Responsible of the task</i> <i>V = Responsible for validation</i>
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## **2.4 Service completion (for Business Partners)**

When the mentoring service has been completed, an Acceptance Form is sent by email to the Business Partner. This form gives the Business Partner representative the opportunity to write down comments and possible reservations.

When the Business Partner representative signs the Acceptance form, he states that the service delivered complies with the scope of work agreed upon.

The Business Partner signs online this form with the "docuSign"s application. This signature will formalize the completion of the service, thus triggering the invoicing of the services provided.

Under the terms of this service, the service will be considered accepted by default, if the Acceptance form has not been signed and/or the Business Partner has not issued a rejection report within 10 days after Alcatel-Lucent Enterprise has notified the Customer that the service is completed.

A Satisfaction Survey is embedded with the Acceptance form.

## **2.5 Service completion (for Third party - non-Business Partners)**

When the mentoring service has been completed, an Acceptance Form is sent by email to the third party. This form gives the third-party representative the opportunity to write down comments and possible reservations.

When the third-party representative signs the Acceptance form, he states that the service delivered complies with the scope of work agreed upon.

The third-party signs online this form with the "docuSign"s application. This signature will formalize the completion of the service.

A Satisfaction Survey is embedded with the Acceptance form.

# **3. DELIVERABLES**

The ALE technical expert will send a status report to the Business Partner or third party.

# **4. INVOICING**

For Business Partners, invoices are issued at the completion of the service, when the Business Partner has signed the Acceptance Certificate.

For third party, invoices are issued before the service starts and must be paid in advance.

The invoice specifies:

- The P.O. reference,
- The ALE order reference,
- The services reference,
- The due date,
- The payment means and payee information.

## 5. LIMITS AND EXCLUSIONS

This **OmniPCX Open Gateway** Mentoring pack does not include:

- Any necessary software/hardware/license fees,
- Project coordination,
- On-site installation or coaching,
- Post-sales technical support and maintenance of the solution.

After-sales support is performed through the Alcatel-Lucent Enterprise normal Technical Support channels.

This service pack is not designed for coaching on O2G API dedicated to PBX management and PRS developments. In such case, Business Partner or third party must ask for a specific dedicated offer.

## 6. PREREQUISITES AND CUSTOMER DUTIES

The following requirements apply for **OmniPCX Open Gateway** deployments performed by ALE Professional Services:

### ***6.1 Technical requirements***

Please refer to the list of hardware and software prerequisites in the **OmniPCX Open Gateway** Installation Manual available on the ALE website MyPortal.

### ***6.2 The Business Partner or third-party requirements***

- Assign a technical expert for the duration of the project. The technical expert is responsible for the overall project including the coordination of all other involved parties.
- Ensure that all resources (including hardware, licenses and software) required to deploy the solution are available at the date required by ALE Professional Services
- Ensure that all requirements specified in the Installation Manual of the **OmniPCX Open Gateway** are met.
- Provide ALE with an adequate environment with network access allowing connectivity to all servers.

### ***6.3 ALE Professional Services requirements***

ALE Professional Services will dedicate a **OmniPCX Open Gateway** Technical Expert to the project. The Technical Expert is responsible for:

- Assistance for Installation and configuration of the **OmniPCX Open Gateway** solution
- Coaching Business Partner's or DSPP member's technical staff.

## 7. SPECIFIC TERMS AND CONDITIONS

The execution of this ALE Professional Services offering will be governed by the documents hereunder listed. In case of inconsistencies between these documents, the following precedence will apply:

- This Detailed Service Description
- General Terms and Conditions for Services posted on the ALE website MyPortal

In addition to the provisions set forth in the General Terms and Conditions for Services, if no payment is received at billing due dates, ALE reserves the right to discontinue service delivery.

## 8. INFORMATION & CONTACT

For more information about this service, consult on the ALE website [MyPortal](#), the [Professional Services](#) dedicated webpages.

There are displayed our offer for Communications & Network as well as Services packs and you will be able to find all resources available such as Detailed Service Descriptions (DSD).

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