

FAQ: ConvergeOne Vision

ConvergeOne vision

What information is needed to calculate a price?

- Phone System
 - Type of Processor at main site
 - Type of processor at remote sites
 - Number of PBX Ports – TDM and IP/SIP
- Voice Adjuncts
 - Type of Voice Mail and number of servers
 - Type of CMS
 - Type of Voice Recording and number of servers
 - Number of SIP Servers
 - Number of AES Servers
- Network Devices
 - Number of Chassis Devices (Router, Switch, Firewall)
 - Number of Fixed Devices (Router, Switch, Firewall)
 - Number of Wireless Controllers
 - Number of Wireless Access Points
- Application Servers to be monitored
 - Number of Windows-based Servers not identified above
 - Number of Linux/Solaris-based Servers not identified above.
- Remote Locations
 - Number of remote locations

Can we only monitor the voice devices and not the data?

- Yes, although we highly recommend monitoring both voice and data to get the full picture and root cause analysis, we can monitor only the Voice components.

Does the customer have access to the portal?

- Yes, as part of the package price we are including access to the standard dashboards that we have designed and feel will cover most all our customer needs.
- If the customer would like custom dashboards, we can accommodate and would need to talk to the customer about their desire to better quote any additional fees.

What does the customer need to access the portal?

- The customer will need Java installed and an internet browser.
- The customer will need access to the customer's network, if the customer is remote they will probably need VPN access to communicate with the server on the customer site.

What is the on-boarding process?

- Once the contract is signed and the sales package is submitted to the Maintenance group, a kick-off call will be scheduled to start the data gathering and on-boarding process.
 - A Planning form will be filled out with the customer to gather the pertinent information.
 - Upon configuration of the Remote Intelligence Gateway it will be shipped to the location identified and then brought on-line.
 - Configuration Wizards are run to gather the majority of the data and then manual configuration for the remaining items.

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- All pertinent customer information is entered into our ticketing database with contract rules for escalation and alerts.

What are the alerting options?

- Customer notifications will be handled through email or SMS messaging.
- A notification can be sent based on many different scenarios and will be discussed during on-boarding.

If the customer already has Avaya or Converge-One maintenance, can we sell them Converge-One-Vision?

- Yes, this offer is intended to be an add-on to the customer's existing Voice and Data maintenance contract.
- Converge-One will monitor the voice and data network and obtain a root cause and attempt to resolve remotely — if the trouble cannot be resolved remotely, then we will coordinate with the customer's designated maintenance provider for resolution.

What kind of connection to the customer network is required?

- There will be a Remote Intelligent Gateway (RIG) installed at the customer primary PBX location.
- That RIG will connect to the customer's network through one NIC and to the internet on another NIC.
- The internet connection will use a proprietary protocol over port 443 (SSL).

Is the connectivity secure and logged?

- Yes, the data is encrypted inside the SSL stream using a proprietary encryption method.
- Access to the RIG is logged and the systems accessed from the RIG are logged by user id.

