



Avaya Store Agent Guide for ACO

Canada

Avaya Store: ACO, CCaaS, Spaces all in one tool

partners.avayacloudoffice.com

The screenshot shows the Avaya Cloud Office partner portal. At the top, there is a navigation bar with the Avaya logo and links for Shopping, Avaya Cloud Office, Account Dashboard, and Help. Below this is a secondary navigation bar with links for Overview, Partners, Deal Registration, Leads, Opportunities, Quotes, Customers, Porting, Deal Status, Reports, and Sales Tools. The main content area features a large hero section with the heading "Avaya Cloud Office" and a video of a woman. Below the hero section is a "Check out the latest news" section with a red header and a list of news items. On the right side, there is a "Quick Links" section with a red header and a list of links: New Deal Registration, Sales Portal, and Support. A red box highlights the "Account Sign In" form on the left side of the page.

Shop, track activity
Single sign-on
Embedded Sales tools

Account Sign In

Manage your Avaya account information for your business in one location

Don't have an account? [Sign Up](#) >

Avaya OneCloud CPaaS user? [Sign In](#) >

Email

Password

I agree to the [Terms of Use](#) and have read and acknowledge [Privacy Statement](#)

[Sign In](#)

Having trouble signing in? [Click Here](#)

Quick Links

Quick Links

[New Deal Registration](#) >

[Sales Portal](#) >

[Support](#) >

Deal Registration

The screenshot shows the Avaya Deal Registration dashboard. At the top, there are navigation tabs for Shopping, Avaya Cloud Office, Account Dashboard, and Help. Below that, a secondary navigation bar includes Overview, Partners, Deal Registration, Leads, Opportunities, Quotes, Customers, Porting, Deal Status, Reports, and Sales Tools. The main content area is titled "Registered Deals" and features two buttons: "New Deal" and "New (On behalf of)". A search bar labeled "FILTER TABLE BY KEYWORDS" is also present. Below these elements is a table with the following data:

Company Name	Status	# of Users	Agent	Avaya Sales	State/Province	Country	Date Created
D W Burt Concrete Construction...	Pending Approval	4	Inacom Informati...		MARYLAND	United States	2021-02-03 13:2...
ACO_Testor 180	Approved	10	Avaya Inc.		VIRGINIA	United States	2021-02-03 13:1...
ACO_Testor 179	Approved	10	Avaya Inc.		NORTH CAROLINA	United States	2021-02-03 13:1...

All Registered Deals will be listed and searchable.

Deals can be registered as **New Deal** or **New (On behalf of)** if registering under a Partner contact.

Be sure to select the correct Master Agent when choosing a partner with multiple PIDs.

Definition of a Qualified Deal

1. Customer has shown interest in a UCaaS solution
2. Agent has discussed Avaya Cloud Office with the Customer
3. Agent has informed the Customer they will be registered with Avaya
4. Customer is willing to have a conversation with Avaya overlay team within 30 days
5. Buying decision will occur within the next 12 months

The screenshot shows the "New Deal Registration" form. It includes a "Partner Contact" dropdown menu, a "Partner ID" field, and various input fields for contact information: First Name, Last Name, Business Title, Company Name, Email Address, Phone Number, Address, City, Country, Postal Code, State/Province, and Forecasted Date. There are also dropdown menus for "Brand Name" and "Tier Name". Other fields include "Edition", "Term", "Number Of Employees", "Number Of Locations", "Industry", "Estimated Close Date", "Website", and "How did you acquire this lead?". A "Description" field and a "Budget available for project" dropdown are also present. A "Existing Solution Provider" dropdown is located below the description. The form includes two "Competitors" sections, each with "Available" and "Chosen" columns. The "Available" columns contain lists of competitors: "Salesforce, Microsoft, Cisco, Oracle, SAP, IBM, Microsoft, Oracle, SAP, IBM" and "Salesforce, Microsoft, Cisco, Oracle, SAP, IBM, Microsoft, Oracle, SAP, IBM". The "Chosen" columns are empty. There are also dropdown menus for "Decision Maker" and "Currently in a contract". A "Sales Notes" text area is located at the bottom right. At the very bottom, there are "Cancel" and "Submit" buttons.

Deal Registration - Select Partner

Avaya Cloud Office > Deal Registration

Registered Deals

New Deal New (On behalf of)

To register a deal “**On behalf of**” a partner **Select Partner** at the top left.

Search partner contact by keyword, select the partner and finish registering deal.

Avaya Cloud Office > Deal Registration > New Deal Registration

New Deal Registration

Partner Contact:

First Name:

Search Partners

Partner Contact	Partner Name	Partner ID	Partner Account	Phone	Email
Deepj Dut	Deep Comp 123	72959		(234) 234-2345	123deep@mailinator.com
Deeptest last name	Deep Comp 123	72959		7045938221	amar@blader.com

Lead Conversion

Company Name	Status	# of Users	Partner Account	Lead Owner	Avaya Sales	Country	Date Created
Jan52021Sai915Test06	0. Downgraded	56	Deep Comp 123	Igor Dragojevic	Karen Kelleher	Spain	2021-01-05T19:...
Jan5Sai915Test04	0. Downgraded	700	Deep Comp 123	Reed Gunderson	Test User38	United States	2021-01-05T15:...
Jan5SaiTest03	0. Downgraded	9,976	Deep Comp 123	Igor Dragojevic	Jerry5 Swain	France	2021-01-05T15:...

Approved Registered Deals will progress to Leads tab.

Search Leads by keyword or sort by status.

Leads for companies under 100 employees are automatically converted to an Opportunity within 15 minutes.

For larger deals, complete the Strategy call and select **“Request Lead Conversion”**

Avaya Cloud Office > Leads > 00Q2H00002LE1MBUAS

Lead Details

Edit Request Lead Conversion

First Name: Kiran Test	Last Name: Varthi
Business Title: Dev Test	Company Name: Avaya
Email Address: kvarthi@avaya.com	Phone Number: (469) 999-9999
Street: 6900 Preston Rd	City: Plano
State/Province: TEXAS	Postal Code: 75024
Country: United States	Number of Users: 200
Brand Name: Avaya Cloud Office	Tier Name: Office
Channel Manager: angela.sabiniano@ringcentral.com	Number Of Employees: 100-399
Number Of Locations: 50+	Industry: Banking

Opportunities

Avaya Cloud Office > Opportunities

Opportunities

Test

Opportunity Name	Stage	# of Users	Expected Close Date	Avaya Sales	Partner Account	State/Province	Country
Applied Test Systems	1. Qualify	36	2021-06-30	Andrew Suh	Advent Communi...	PENNSYLVANIA	United States
ACO_Tester 180	1. Qualify	10	2021-03-31		Avaya Inc.	VIRGINIA	United States
ACO_Tester 179	1. Qualify	10	2021-03-31		Avaya Inc.	NORTH CAROLINA	United States
ACO_Tester 178	1. Qualify	10	2021-03-31		Avaya Inc.	NORTH CAROLINA	United States

Leads must be converted to an Opportunity to begin building a quote.

To start creating the quote, open the Opportunity and select "Create Quote" in the middle of the page.

Avaya Cloud Office > Opportunities > 00G7H00001GQtaQAL

Opportunity Details

Edit Account Checklist

Name: ACO_Tester 180 Account: ACO_Tester 180

Partner Account: Avaya Inc. Partner Contact: TBD TBD

Brand Name: Avaya Cloud Office Number Of Employees: 1-19

Create Date Time: 2021-02-03 13:31:03 Close Date: 2021-03-31

Existing Solution Provider: Avaya Decision Maker: IT Director

What's prompting change?: New locations - growth Avaya Cloud Specialist:

Partner ID: 68495 Tier Name: Office

Stage: 1. Qualify Primary Opportunity Contact: Avaya Test Avaya Test

Probability (%): 10.0 Forecasted Users: 10

Forecast Category: Pipeline Currently in a contract: No

Project Budget: Yes Description: Avaya Test Account

RC ACO Account Executive: Test Lead User Sales Notes:

Opportunity ID: 00G7H00001GQtaQAL Billing Street: 5932 Edgemoor Ct.

Billing City: Alexandria Billing State/Province: VIRGINIA

Billing Country: United States Billing Postal Code: 22303

Quotes

Create Quote Request POC

Quote #	Avaya #	Status	Primary?	Package	License (#)	Payment Term
No information available at this time.						

Deal Status

Deal Status Name	Status	Type	Created Date
No information available at this time.			

Building the Quote

Avaya Cloud Office > Opportunities > 0062H00001GK2WYQAI > Create Quote

Quotes

Select Package > Pick Your Numbers > Add Products > Review > Order Details

Select your pricing preferences

Monthly Yearly Contract? Select # of Licenses (1-10000) 50

Essentials	Standard	Premium	Ultimate
\$299.88	\$359.88	\$479.88	\$659.88
<input type="button" value="Select"/>	<input checked="" type="button" value="Select"/>	<input type="button" value="Select"/>	<input type="button" value="Select"/>
<ul style="list-style-type: none">Unlimited phone calls within the US and CAToll-free or local number100 toll-free minutes/monthVoicemail-to-text	<ul style="list-style-type: none">Unlimited phone calls within the US and CAUnlimited audio meetingsUnlimited video conferencing (up to 100 people per meeting)Toll-free or local number1,000 toll-free minutes/monthVoicemail-to-textUnlimited internet fax	<ul style="list-style-type: none">Unlimited phone calls within the US and CAUnlimited audio meetingsUnlimited video conferencing (up to 100 people per meeting)Toll-free or local number2,500 toll-free minutes/monthVoicemail-to-textUnlimited internet faxAutomatic call recording	<ul style="list-style-type: none">Unlimited phone calls within the US and CAUnlimited audio meetingsUnlimited video conferencing (up to 200 people per meeting)Toll-free or local number10,000 toll-free minutes/monthVoicemail-to-textUnlimited internet faxAutomatic call recording

Select Monthly or Yearly pricing

Input quantity of licenses – defaults to 50

Pick a Package
*cannot mix package types

Quote - Pick Your Numbers

Pick your type of number – main local or Toll-free

Main local fax and Toll-free fax can be added

For additional fee:
True 800 Number
Vanity Number
Additional local or toll free numbers

Avaya Cloud Office > Opportunities > 0062H00001GK2WYQA1 > Quotes > AVA-2200

Quotes

AVAYA ID: AVA-2200

Select Package | **Pick Your Numbers** | Add Products | Review | Order Details

Pick your Numbers

Main number

Main Local Number	Add
Main Toll-Free Number	Add
True 800 Number Setup	Add
Vanity Number Setup	Add

Main fax number

Main Local Fax Number	Add
Main Toll-Free Fax Number	Add
True 800 Number Setup	Add
Vanity Number Setup	Add

Premium Edition

Monthly Yearly Contract?

Selected Products

Name	Price
Service	
Office Premium- Subscr...	CAD 0.00
DigitalLine Unlimited Pr...	CAD 23,994.00
Compliance and Admini...	CAD 2,400.00
e911 Service Fee	CAD 600.00
Total One - Time Pay...	CAD 0.00
Total Yearly Price*:	CAD 26,994.00

Quote - Add Products

Digital Basic has limited functionality. This is ideal for common areas (lobby) or with an ATA.

Grayed out boxes cannot be discounted.

Avaya Cloud Office > Opportunities > 0062H00001GK2WYQA1 > Quotes > AVA-2200

Quotes AVAYA ID: AVA-2200

Select Package > Pick Your Numbers > **Add Products** > Review > Order Details

Service | Phones | Add-Ons | Bundles | International | Conferencing | Implementation

Service

Name	Plan	Unit Price (CAD)	Quantity	Net Price (CAD)	
Office Premium- Subscription Fee					
DigitalLine Unlimited Premium	Yearly	479.88	50	23,994.00	Update 🗑️
Common Phone Premium	Yearly	0.00	<input type="text"/>	0.00	Add
DigitalLine Basic	Yearly	227.88	<input type="text" value="3"/>	683.64	Add
Compliance and Administrative Cost Recovery Fee	Yearly	48.00	<input type="text" value="50"/>	2,400.00	
e911 Service Fee	Yearly	12.00	<input type="text" value="50"/>	600.00	

Premium Edition

Monthly Yearly Contract?

Selected Products

Name	Price
Service	
Office Premium- Subscr...	CAD 0.00
DigitalLine Unlimited Pr...	CAD 23,994.00
Compliance and Admini...	CAD 2,400.00
e911 Service Fee	CAD 600.00
Main Number	
Main Local Number	CAD 0.00
Total One - Time Pay...	CAD 0.00
Total Yearly Price*:	CAD 26,994.00

Add Products – Devices

Avaya Cloud Office > Opportunities > 0062H0001GQwy1QAD > Quotes > AVA-2143

Quotes

Select Package > Pick Your Numbers > Add Products

Service Phones Add-Ons Bundles International Conferencing Implementation

Devices

Name	Plan	Unit Price (USD)	Quantity	Net Price (USD)
<ul style="list-style-type: none"> ▼ Phones ▼ Rental Phones ▲ Free Phones 				
Existing Phone	Yearly	0.00	<input type="text"/>	0.00
Avaya Cloud Office for Desktop	Yearly	0.00	<input type="text"/>	0.00

Each purchase option has an expandable dropdown menu of selectable phones.

Select Package > Pick Your Numbers > Add Products > Review > Order Details

Service Phones Add-Ons Bundles International Conferencing Implementation

Premium Edition

Monthly Yearly Contract?

Selected Products

Name	Price
Service	
Office Premium- Subscr...	CAD 0.00
DigitalLine Unlimited Pr...	CAD 23,994.00
DigitalLine Basic	CAD 683.64
Compliance and Admini...	CAD 2,544.00
e911 Service Fee	CAD 636.00
Main Number	
Main Local Number	CAD 0.00
Devices	
Avaya IX IP Phone J179	CAD 7,254.00
Total One - Time Pay...	CAD 7,254.00
Total Yearly Price*:	CAD 27,857.64

Devices

Name	Plan	Unit Price (CAD)	Quantity	Net Price (CAD)	
▲ Phones					
Avaya IX IP Phone J139	One-Time	153.00	<input type="text"/>	0.00	Add
Avaya IX IP Phone J159	One-Time	225.00	<input type="text"/>	0.00	Add
Avaya IX IP Phone J179	One-Time	279.00	<input type="text" value="26"/>	7,254.00	Update
Avaya IX Conference Phone B199	One-Time	1,713.00	<input type="text"/>	0.00	Add
Avaya IX IP Phone J179 with JEM 24 Expansion Module	One-Time	674.00	<input type="text"/>	0.00	Add
Avaya IX IP Phone J179 with 2 JEM 24 Expansion Modules	One-Time	1,069.00	<input type="text"/>	0.00	Add
Avaya IX IP Phone J179 with 3 JEM 24 Expansion Modules	One-Time	1,465.00	<input type="text"/>	0.00	Add
OBI302 ATA	One-Time	109.00	<input type="text"/>	0.00	Add
▼ Rental Phones					
▲ Free Phones					
Existing Phone	Yearly	0.00	<input type="text"/>	0.00	Add
Avaya Cloud Office for Desktop	Yearly	0.00	<input type="text"/>	0.00	Add

Select handsets - purchase, rental or BYOD expand drop down for each

Add Products – Add-Ons, Bundles

Select Package > Pick Your Numbers > Add Products

Service Phones Add-Ons Bundles International Conferencing Implementation

Live Report Additional Numbers

Name	Plan	Unit Price (CAD)	Quantity	Net Price (CAD)
Live Reports License	Yearly	420.00	<input type="text"/>	0.00

Add on Live Reports, more local and Toll-free numbers

Service Phones Add-Ons Bundles International Conferencing Implementation

Live Report Additional Numbers

Name	Plan	Unit Price (CAD)	Quantity	Net Price (CAD)
Additional Local Number	Yearly	59.88	<input type="text"/>	0.00 Add
Additional Toll-Free Number	Yearly	59.88	<input type="text" value="3"/>	179.64 Add
Number Setup Fee (choose up to 1 unit)				
True 800 Number Setup	One-Time	30.00	<input type="text"/>	0.00 Add
Vanity Number Setup	One-Time	30.00	<input type="text"/>	0.00 Add

Add bundles of minutes or calling credit

Service Phones Add-Ons Bundles International Conferencing Implementation

Toll-Free Bundle Calling Credit

Name	Plan	Unit Price (USD)	Quantity	Net Price (USD)
Toll-free Bundles (choose up to 1 unit)				
1,000 minute toll-free bundle	Yearly	359.88	<input type="text" value="1"/>	359.88 Add
2,500 minute toll-free bundle	Yearly	719.88	<input type="text" value="1"/>	719.88 Add
5,000 minute toll-free bundle	Yearly	1,319.88	<input type="text" value="1"/>	1,319.88 Add

Service Phones Add-Ons Bundles International Conferencing Implementation

Toll-Free Bundle Calling Credit

Name	Plan	Unit Price (USD)	Quantity	Net Price (USD)
International Bundles (choose up to 1 unit)				
\$300 of international calling credit bundle	Yearly	3,000.00	<input type="text" value="1"/>	3,000.00 Add
\$600 of international calling credit bundle	Yearly	6,000.00	<input type="text" value="1"/>	6,000.00 Add
\$900 of international calling credit bundle	Yearly	9,000.00	<input type="text" value="1"/>	9,000.00 Add

Add Products – International

Service Phones Add-Ons Bundles International Conferencing Implementation

Local Numbers Toll Free Numbers Global Office

Name	Plan	Unit Price (USD)	Quantity	Net Price (USD)	
International Local Number - Tier 1	Yearly	71.88	<input type="text"/>	0.00	Add
▼ International Local Number - Tier 3	Yearly	179.88	<input type="text"/>	0.00	Add
International Local Number - Tier 6	Yearly	479.88	<input type="text"/>	0.00	Add
Additional Local IVN porting - CZECH REPUBLIC	One-Time	100.00	<input type="text"/>	0.00	Add
International Local Number - Tier 7	Yearly	839.88	<input type="text"/>	0.00	Add

Add international local number and toll-free numbers

Service Phones Add-Ons Bundles International Conferencing Implementation

Local Numbers Toll Free Numbers Global Office

Name	Plan	Unit Price (USD)	Quantity	Net Price (USD)	
▼ International Toll-Free Number	Yearly	179.88	<input type="text"/>	0.00	Add
International Toll-Free Select	Yearly	899.88	<input type="text"/>	0.00	Add
International Toll-Free Number setup	One-Time	24.99	<input type="text"/>	0.00	Add
International Toll-Free Premium	Yearly	599.88	<input type="text"/>	0.00	Add
International Toll-Free Number setup	One-Time	24.99	<input type="text"/>	0.00	Add

Add Global Office license by region

Service Phones Add-Ons Bundles International Conferencing Implementation

Local Numbers Toll Free Numbers Global Office

Name	Plan	Unit Price (USD)	Quantity	Net Price (USD)	
⬆️ Global Office DigitalLine					
Global Office - EMEA	Yearly	419.76	<input type="text"/>	0.00	Add
Global Office - UK	Yearly	419.76	<input type="text"/>	0.00	Add
Global Office - APAC	Yearly	419.76	<input type="text"/>	0.00	Add
Global Office - LATAM	Yearly	419.76	<input type="text"/>	0.00	Add
Global Office - Premium	Yearly	1,259.76	<input type="text"/>	0.00	Add

Select Implementation

Avaya Cloud Office > Opportunities > 006ZHO0001GK2WYQA1 > Quotes > AVA-2200

Quotes

AVAYA ID: AVA-2200

Select Package → Pick Your Numbers → Add Products → Review → Order Details

Service Phones Add-Ons Bundles International Conferencing Implementation

Name	ProServ Notes	Forecasted Users	Location	
ACO Basic Implementation				Add
Engage Avaya	<input type="text" value="Enter Notes"/>	1-9	1-9	Add

Premium Edition

Monthly Yearly Contract?

Selected Products

Name	Price
Office Premium- Subscr...	CAD 0.00

AVAYA CLOUD OFFICE
by RingCentral

Avaya Cloud Office Implementation Services Questionnaire

This questionnaire will help us gather all the necessary requirements to provide you with an Implementation Services quote.

* Required

1. CCAM Rep *

2. Customer Name and Address *

3. Primary Customer's Contact Name, Phone number and email *

4. Salesforce Opportunity: Is there an existing ACO Professional Services Opportunity number created in Avaya Salesforce? *
If not, please reach out to the Account Manager to get an ACO OTIV created in Salesforce with estimated booking date.

Add implementation:

- **Engage ProServ:** Select for Avaya Professional Services
- **Basic:** included in the seat price (remote, <100 seats, 1-2 sites)
- **Engage Avaya:** Storefront option for Avaya Professional services

Google form to provide details for Avaya Professional Services

Review Your Quote

Prior to requesting a discount or submitting order, review your quote is correct.

Shopping Avaya Cloud Office Account Dashboard Help

AVAYA CLOUD OFFICE by RingCentral

Overview Deal Registration Leads Opportunities Quotes Customers Porting Deal Status Sales Tools

Avaya Cloud Office > Opportunities > 006ZH00001GK2WYQAL > Quotes > AVA-2200

AVAYA ID: AVA-2200

Select Package Pick Your Numbers Add Products **Review** Order Details

Selected Products

Name	Plan	Unit Price (CAD)	Quantity	Net Price (CAD)	
Office Premium- Subscription Fee					
Service					
DigitalLine Unlimited Premium	Yearly	479.88	50	23,994.00	Update
DigitalLine Basic	Yearly	227.88	3	683.64	Update
Compliance and Administrative Cost Recovery Fee	Yearly	48.00	53	2,544.00	
e911 Service Fee	Yearly	12.00	53	636.00	
Devices					
Avaya IX IP Phone J179	One-Time	279.00	26	7,254.00	Update
Additional Numbers					
Additional Toll-Free Number	Yearly	59.88	3	179.64	Update
Main Number					
Main Local Number	Yearly	0.00	1	0.00	
Implementation					
ACO Basic Implementation					
				Total One - Time Payment*	CAD 7,254.00
				Total Yearly Price*	CAD 28,037.28

Note*: Amounts are exclusive of applicable Taxes, fees, and/or shipping costs

Sales Proposal

Save the quote with term and start date, select **Quote PDF** to generate budgetary quote to share to customer.

Avaya Cloud Office > Opportunities > 0062100001GJYXQA1 > Quotes > AWA-1714

Quotes

AVAYA ID: AWA-1714 RC ID: PQ-26854

Select Package > Pick your Numbers > Add Products > Review > Order Details

Save Quote PDF Non Standard Request Contract



Taxes and Shipping charges are not included on the budgetary quote or order form. They will be detailed on the invoice →

Sales Proposal Confidential

Quote

Quote name:		Prepared for:
Valid Until:	March 13, 2021	
Start Date:	February 12, 2021	
Initial Term:	24	
Renewal Term:	24	
Currency:	CAD	
Payment Plan:	Monthly	

Avaya Cloud Office Services

	Charge Term	Quantity	Unit Price	Total Price
Office Standard - Subscription Fee				
DigitalLine Unlimited Standard	Monthly Contract	6	CAD 24.74	CAD 148.45
Main Local Number	Monthly Contract	1	CAD 0.00	CAD 0.00
Main Local Fax Number	Monthly Contract	1	CAD 0.00	CAD 0.00
DigitalLine Basic	Monthly Contract	1	CAD 16.99	CAD 16.99
Compliance and Administrative Cost Recovery Fee	Monthly Contract	7	CAD 4.00	CAD 28.00
e911 Service Fee	Monthly Contract	7	CAD 1.00	CAD 7.00
Avaya IX IP Phone J139	One - Time	7	CAD 0.00	CAD 0.00
			Total One - Time Payment*:	CAD 0.00
			Total Recurring Charge*:	CAD 200.45

Amounts are exclusive of applicable Taxes, fees, and/or shipping costs.

*This budgetary quote is not a contract or a bill. Prices contained in this quote are an estimate only and may be subject to change at any time without notice to the Customer. The products and services listed in this quote are subject to withdrawal or modification. Taxes are not included. Additional fees may apply. Prices shall only become binding when a valid Order Form is executed subject to the terms and conditions contained in the relevant written Agreement between the Parties

Non-Standard Requests

All promotion and discount requests are submitted via **Non Standard Request** under Order Details.



Promotion: Slide the bar if you have a promo code, enter it, add promo details in justification

Special Bid: If pricing assistance is needed, input the requested discount % and business justification

Non Standard Request



Special discount request may delay your quote

Discount(%):

Non Standard Request Justification:

Promotion?

Campaign?

Enter your code:

Cancel

Submit

Non Standard Request



Special discount request may delay your quote

Discount(%):

Non Standard Request Justification:

Promotion?

Campaign?

Enter your code:

Cancel

Submit

Submit for **review**. Promotional pricing will be applied. If special pricing is approved, discounts will be added.

Order Details - Contract

To submit an order, both the **Contract** and **Ready to Order** sections must be completed.

Avaya Cloud Office > Opportunities > 0062H00001GK9PdQAL > Quotes > AVA-1820

Quotes

AVAYA ID: AVA-1820 RC ID: PQ-27340

Select Package | Pick Your Numbers | Add Products | Review | Order Details

Save | Quote PDF | Non Standard Request | **Contract** | Ready to Order

Note - If there are multiple quotes on an opportunity, advance the one marked "Primary"

PQ-29926	Approved	Set Primary	Premium	100.0	Monthly
PQ-31658	Approved	Yes	Premium	100.0	Monthly
PQ-31805	Pending Approval	Set Primary	Premium	100.0	Monthly

Select MSA agreement:
Commercial > 250 seats
Enterprise < 251 seats
Click **Save** to confirm contract details

If you have special contract requirements, type them in the box below, and click Save

Contract Details

Contract

Standard Attachments

Standard

- Commercial MSA
- Enterprise MSA + PSA
- Mutual NDA

Provide Inputs for Legal below

Cancel Save

Order Details - Ready to Order

Avaya Cloud Office > Opportunities > 0062H00001GQuTaQAL > Quotes > AVA-2120

Quotes

AVAYA ID: AVA-2120 RC ID: PQ-31814



Buttons: Save, Quote PDF, Non Standard Request, Contract, **Ready to Order**

After Contract type is saved, select **Ready to Order** to provide required information and submit the order.

Shipping details for handsets are required, add locations as needed

Note preferred area code for the digital lines **Save** to submit the order

Choose payment method

Indicate if the customer is tax exempt and upload their certificate

Order Details

Payment Method:
Credit Card Invoice

Cost Center:
No Yes

Tax Exemption:
No Yes

Main Fax Area Code:

Billing Address

Address: City: Country: State/Province:

Zip Code:

Shipping Details

Address: City: Country: State/Province:

Zip Code: Carrier: Shipping Method: Shipping Contact Name:

Shipping Contact Phone Number:

Area Code

Area Code for Digital lines/users:

Buttons: **Save**

Deal Status

Deal Status

New Deal

Advanced FILTER TABLE BY KEYWORDS

Account: All Accounts Partner Account

Queue: Avaya Queue Sales Overlay Queue

Avaya Deal Desk Queue: All Escalated

Legal Status: All Escalated

Keyword: Search...

Search by: Any

Support Status: Any

Type: Any

Deal Status Name	Partner Account	Customer	Status	Avaya Sales	Created Date
Discount Request - Sai1228decT...	Deep Comp 123	Sai1228decTest	Closed Appro...		2021-01-19T...
Discount Request-5 jan tara test...	Deep Comp 123	5 jan tara test1	New		2021-01-15T...
Discount Request-5jantest8 tara...	Deep Comp 123	5jantest8 tara	Closed Appro...	BIELLA Italy	2021-01-13T...
Discount Request-5jantest8 tara...	Deep Comp 123	5jantest8 tara	New	BIELLA Italy	2021-01-13T...
Discount Request-5jantest2 tara...	Deep Comp 123	5jantest2 tara	Closed Appro...	FLORIDA United States	2021-01-12T...

- Any
- Closed
- Closed-Approved
- Closed-Rejected
- In Progress
- Internal User Review Awaiting
- New
- Partner Review Awaiting
- Ready for Signature
- Signature Complete

Deal Status

New Deal

Advanced FILTER TABLE BY KEYWORDS

Account: All Accounts Partner Account

Queue: Avaya Queue Sales Overlay Queue

Avaya Deal Desk Queue: All Escalated

Legal Status: All Escalated

Keyword: Search...

Search by: Any

Support Status: Any

Type: Any

Deal Status Name	Partner Account	Customer	Status	Type	State/Province	Country	Created Date
Discount Request - Sai1228decT...	Deep Comp 123	Sai1228decTest	Closed Appro...	Discount Requ...	NRTH RHINE...	Germany	
Discount Request-5 jan tara test...	Deep Comp 123	5 jan tara test1	New	Discount Requ...	ENGLAND	United Ki...	
Discount Request-5jantest8 tara...	Deep Comp 123	5jantest8 tara	Closed Appro...	Discount Requ...	BIELLA	Italy	2021-01-13T...
Discount Request-5jantest8 tara...	Deep Comp 123	5jantest8 tara	New	Discount Requ...	BIELLA	Italy	2021-01-13T...
Discount Request-5jantest2 tara...	Deep Comp 123	5jantest2 tara	Closed Appro...	Discount Requ...	FLORIDA	United States	2021-01-12T...

- Any
- Change Account
- Change Order
- Discount Request
- Engage ProServ
- Initial Order
- Lead Conversion
- New Sales Order
- POC Request
- New Contract Request

Customer Change Order

AVAYA Shopping Avaya Cloud Office Account Dashboard Help

AVAYA CLOUD OFFICE by RingCentral Overview Partners Deal Registration Leads Opportunities Quotes Customers Porting Deal Status Reports Sales Tools

Avaya Cloud Office > Customers

Customers

Customer	Paid Date	DL	Account Status	Partner	Billing City
ACO_Tester 55		5	Not Confirmed	Avaya Inc.	Oakdale
ACO_Tester 56	2021-01-25T15:56:38.000Z	5	PoC	Avaya Inc.	Huntsville
Urban Creamery	2020-12-21T17:33:06.000Z	1	Paid	Avaya Inc.	Hummelstown

Avaya Cloud Office > Customers > 0012180001c0nuQAC

Customer Details

Account Name: Urban Creamery	Current Owner: Chris Fidler
Billing Street: 118 east Main Street	Billing City: Hummelstown
Billing State/Province: PA	Billing Country: United States
Billing Postal Code: 17036	User ID: 232846033
Account Number:	Account Status: Paid
Number of DL's: 1	Paid Date: 2020-12-21T17:33:06.000Z
Sales Notes:	

Customer Contacts

Add Contact

Contact Name	Role	Phone	Email	Is Primary
Vincent Ortega	RC Admin User	12026973287	vincent@urbancreamery.com	true

Customer Opportunities

New

Opportunity Name: Urban Creamery

New Opportunity

Name: Test Customer Add 4 Standard lines	Close Date: 2021-02-12
Forecasted Users: 4	Comments: Adding 4 standard lines to existing contract.
Engage Legal Comments:	

Cancel Submit

To submit a change order, go to the Customer tab
Ensure the Customer's account status is "Paid".
Click on Customer to open and view details.

Click **New**
under
Customer
Opportunities

Input change
details, **Submit**

Customer Account Change Requests

Additional contacts can be added to customer account.

Customer Contacts

Add Contact

Contact Name	Role	Phone	Email	Is Primary
Taurus Fey	[none]		tsfey@avaya.com	false
JR's ACO System	RC Admin User	14083681525	j_rubio1@att.net	true
Juan Rubio	RC Admin User		juan.rubio@ringcentral.com	false
user1 last name	[none]			
Andy Pham	RC Admin User			

Customer Opportunities

Opportunity Name	Tier Name	Stage	Close Date
ACO_Tester35	Office	0. Downgraded	2020-12-31

Customer Account Changes

Change Account Request

Submit Account Changes such as updating primary contact, address.

Customer Account Change Request

Payment Method

Credit Card Invoice

Covert POC to Paid Account

No Yes

Cost Center Changes

Tax Exemption/Location changes

Refund Request Amount

Refund Request Reason

Account Cancellation Reason

Account Cancellation Date Requested



Update Billing Address/Company Details

Add Primary Contacts First Name

Add Primary Contacts Last Name

Add Primary Contacts Email

Cancel

Submit