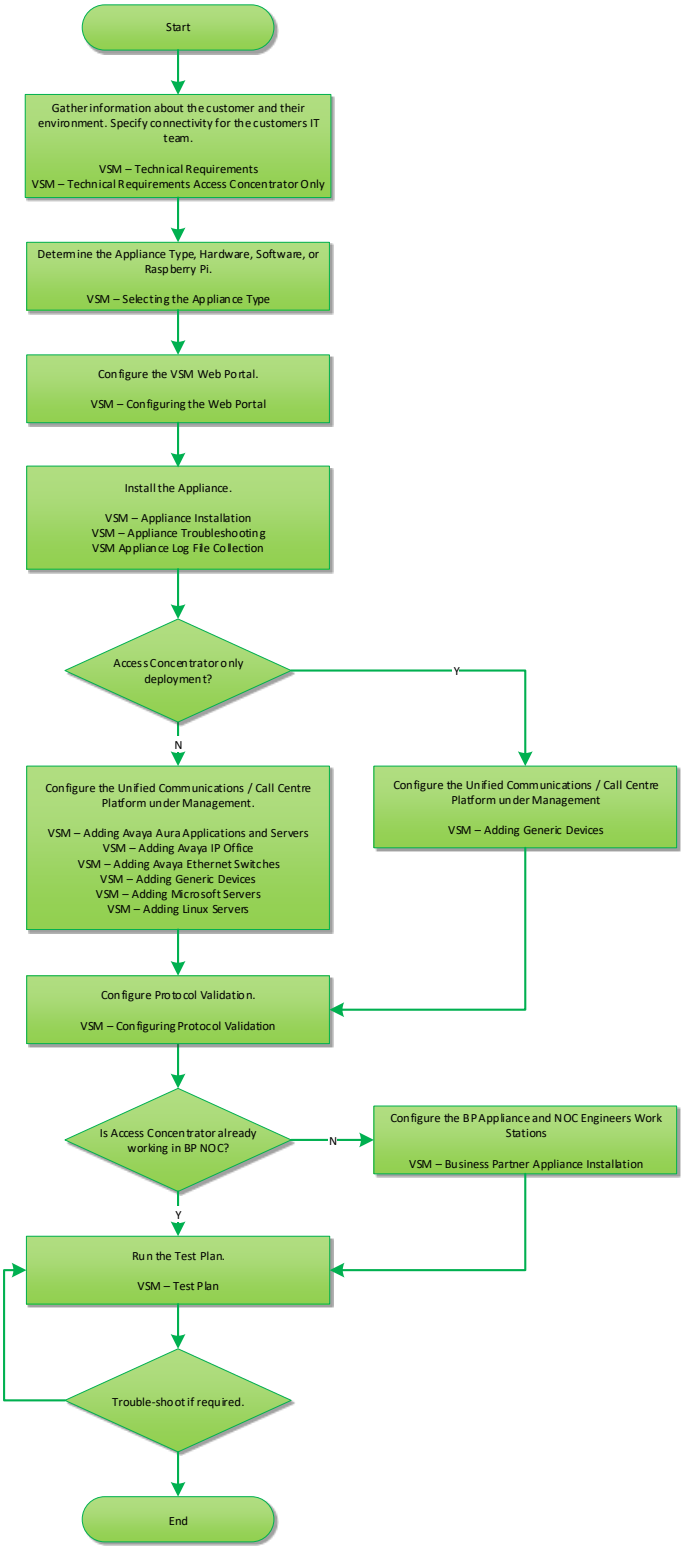
Start
Gather information about the customer and their environment. Specify connectivity for the customers IT team.
VSM – Technical Requirements
VSM – Technical Requirements Access Concentrator Only
Determine the Appliance Type, Hardware, Software, or Raspberry Pi.
VSM – Selecting the Appliance Type
Configure the VSM Web Portal.
VSM – Configuring the Web Portal
Install the Appliance.
VSM – Appliance Installation
VSM – Appliance Troubleshooting
VSM Appliance Log File Collection
Access Concentrator only deployment?
Y
N
Configure the Unified Communications / Call Centre Platform under Management.
VSM – Adding Avaya Aura Applications and Servers
VSM – Adding Avaya IP Office
VSM – Adding Avaya Ethernet Switches
VSM – Adding Generic Devices
VSM – Adding Microsoft Servers
VSM – Adding Linux Servers
Configure the Unified Communications / Call Centre Platform under Management
VSM – Adding Generic Devices
Configure Protocol Validation.
VSM – Configuring Protocol Validation
Is Access Concentrator already working in BP NOC?
N
Configure the BP Appliance and NOC Engineers Work Stations
VSM – Business Partner Appliance Installation
Y
Run the Test Plan.
VSM – Test Plan
Trouble-shoot if required.
End