New video helps you prepare for your next Scopia demo!

Seeing is believing – especially when it comes to experiencing Avaya Scopia Video Collaboration. Watch the new Scopia Demonstration Best Practices video, a 13-minute roll-play that covers:

* How to engage with customer in a Scopia demo
* Key positioning and conversation points
* How Scopia features benefit the customer
* How to demo key product features during a live customer meeting

Use this video to help you prepare for your next live Avaya Scopia demonstration.

Watch the Scopia Demo Best Practices video.

Download the video.

Visit the Avaya Scopia portal page for more information.

Save the Date: Midmarket Contact Center Launch on 15 April

Contact centers with fewer than 100 agents represent half of the total market opportunity, and partners who add an easy and affordable contact center to their midmarket sale can improve the customer solution while increasing revenue by over 30%.

Join us on 15 April at 1 pm ET for “Multichannel Innovation Built for Midsize Businesses” – a live broadcast that features Avaya executives and a respected industry analyst discussing the contact center market opportunity, customer challenges, and how Avaya Contact Center Solutions for IP Office can deliver real business value for you and your customers. This live broadcast will be held on the Virtual Partner Forum to eliminate toll charges and complicated audio access codes.

Register to attend the Midmarket Contact Center Launch.

Add this event to your Outlook Calendar.

Avaya Aura® Contact Center 6.4 now available

Avaya Aura Contact Center (AACC) 6.4 includes many new features and enhancements, including the market-leading integration of Proactive Outreach Manager (POM) 3.0 for a complete contact center solution that includes predictive dialing. The integration provides Avaya with an out-of-the-box inbound/outbound solution that includes a single-agent desktop, unified management and reporting for all channels including POM's predictive capabilities.

Read the Avaya Aura Contact Center 6.4 GA Announcement.

Review the Avaya Aura Contact Center 6.4 Sales and Partner Presentation.

Grow with Avaya Aura® WFO

Drive revenue across the Avaya Aura Workforce Optimization (WFO) suite with these great assets. Check out the solution-based customer video, program endorsement from Bob Johnson Avaya VP of Global Sales Specialists, new white paper, new customer presentation, and more.

Watch the Avaya Aura WFO video.

Watch the Program Endorsement.

Download the Customer Presentation.

Read the “Engaged Agents” White Paper.

Competitive position presentation for IP Office vs. Cisco and ShoreTel

Do you find that you’re frequently positioning Avaya IP Office against ShoreTel and Cisco? Log in to the Virtual Partner Forum (VPF) and view the competitive positioning presentation that received rave reviews from a major industry analyst.

Once logged in to the VPF, scroll down to the Competitive section, where you will find the IP Office vs. ShoreTel & Cisco session.

If you are new to the VPF, registration is quick and easy.

Log into the Virtual Partner Forum.

New patented self-support network diagnostic tool delivers network visibility and control

Give your customers a network-agnostic tool to monitor network performance for packet loss, jitter and delay, along with a complete hop-by-hop analysis of QoS integrity throughout the network including service provider WAN segments – all from a local customer interface! This functionality will be included in the next release of Avaya Diagnostic Server, scheduled for April 2014. Customers will be able to identify problem areas in the network without having to add additional complex equipment.

This tool is FREE for customers with Support Advantage Preferred or with 25 or more Networking products with GE level or higher support services. Among our key competitors, Avaya is the only provider to offer such a powerful and patented self-support network diagnostic tool as a feature of a foundational maintenance offer. Use the sales tools to help you differentiate yourself from the competition.

Read the Offer Definition.

Download the Customer Presentation.

Review the Partner Pitch Pack.

Read the Competitive Analysis.

Review the Frequently Asked Questions.

Visit the Diagnostic and Analysis Systems portal page for more information.

Collaborate NOW! for CS 1000 Promotion increases Support Services discounts by 75%

Effective 3 March, Avaya has significantly increased incremental discounting on the support services component in the Collaborate NOW! for CS 1000 promotion by an average of 75%. Support Advantage (SA) Preferred pricing is below the SA Essential pricing! The new incremental discounts are:

* 25% for Wholesale
* 35% for Co-delivery

Take advantage of this powerful opportunity for increased revenue and margin when selling the incremental value included of the Avaya Aura® platform and SA Preferred service support.

As a reminder for CS 1000 customers, the Avaya Software Investment Protection Policy (ASIPP) remains in effect and provides an additional mechanism for current customers to receive value for their existing investments as they transition to the latest Avaya Aura Platform versions.

Refer to the Collaborate NOW Offer Definition.

Visit the ASIPP portal page for more details.

Latest CTO Forum addresses Big Data

There’s no doubt about it, “Big Data” is creating a big stir, and that’s the topic of our next CTO Forum, available on-demand on the Virtual Partner Forum.  
“Taking a Bite out of Big Data” features three guest panelists discussing what it means to manage Big Data, why actionable analytics are a must, and what kind of bites Avaya is taking out of big data!   
Guests on the panel:

* Adam Hughes, Enterprise Architect, SAS Business Analytics Software.
* David Butler, Sr. Director – Customer Experience Transformation CTO & Emerging.
* Ashish Parikh, Sr. Director, Contact Center Product Management, Avaya Technologies, Avaya.

This video is available for viewing from anywhere, at any time, and at your convenience. And please do take the time to complete the survey after watching the video. Your feedback will help Avaya to improve these Forums in the future.

Go to the Virtual Partner Forum to view this on-demand video.

Give us your feedback with this short survey.

IPOSS "Gift Card Tokens" now available

Partners now have a faster, easier way to implement IP Office Support Service (IPOSS) contracts via “Gift Card Tokens.” Purchased through distributors, tokens can be used to create an installation location and/or gain temporary access to an existing location, perform IP Office equipment registration during product installation, plus activate the IPOSS service contract using the Global Registration Tool (GRT).

As with the existing IPOSS order process, the “Gift Card Token” process enables partners to easily procure and link customer Sold-To/FL, but with a real-time turnaround. Dramatically reducing the time it takes to get IP Office customers up and running!

The traditional IPOSS order process will initially be available in parallel, but to improve service levels, Avaya is working with distributors in each region to speed adoption of the new process. IPOSS Gift Card Tokens will be rolling out in APAC, Europe, and Global Growth Markets in Q2 with a targeted generally available date of 1 April 2014. For any queries within Europe and Global Growth Markets, contact Kevin Harlow.

Training sessions are available in February and March for partners to learn more about this exciting new process and benefits.

View upcoming training sessions.

[Access existing training material on Avaya Support IPOSS “Gift Card Tokens” page.](http://bit.ly/1lwZOVd)

Learn more about the IP Office Support Services.

New integration between ProServices Now and PRM enables faster and easier APS quotes

ffective 3 March, Avaya added tighter integration between Services offers PRM Partner View (PRM) and ProServices Now (PSN) to help you create and manage your Professional Services quotes more efficiently.

* All APS requirements are gathered in PSN, making it easier to communicate and respond to customer requirements.
* All PRM Partner View opportunity, lead, and contact information is now available in PSN. Start a quote in PSN and "pull in" PRM information, or start a quote in PRM Opportunity or Lead and "push" PRM information to PSN.
* Services Support Requests (SSRs) can be created in PSN with just one click, where they are automatically queued for the next available Pricing Specialist.
* PSN displays the current status of available SSRs to help monitor progress, generate follow-up SSRs, and proactively get custom pricing results.

Attend a brief training session to understand how to use these new features.

Sell value with Advanced Software Applications

Major SAL Upgrade: Ensure customers take action starting 17 March

AOS improves financial rewards for partners.