

AVAYA DEVCONNECT

COMPLIANCE TESTING GUIDE

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DEVCONNECT COMPLIANCE TESTING PROCESS

DevConnect Program

Avaya is a global leader in solutions that power immersive, personalized, and memorable experiences that matter. The company provides a complete portfolio of software and services, directly and through its channel partners, to leading businesses and organizations around the world. Enterprises of all sizes depend on Avaya for state-of-the-art communications that improve efficiency, collaboration, customer service, and competitiveness.

The Avaya DevConnect Program enables, supports, and extends the market reach of application developers and technology companies to offer Avaya customers end-to-end solutions that address their business challenges. Thousands of companies from around the world are program members, including hardware and software developers, system integrators, telecommunications service providers, and Avaya customers. These companies and individuals offer products and solutions that complement and extend the value of Avaya investments, creating a diverse range of solution capabilities for our customers.

The DevConnect Program scope encompasses the entire range of solutions within Avaya's Experience Platform, Enterprise Cloud, and Unified Communications as a Service (UCaaS) solutions. This includes Avaya IP Deskphones and collaboration clients as well as Avaya contact center, Avaya Client SDK, collaboration applications, video, speech analytics, and solutions for the mid-market.

Table of Contents

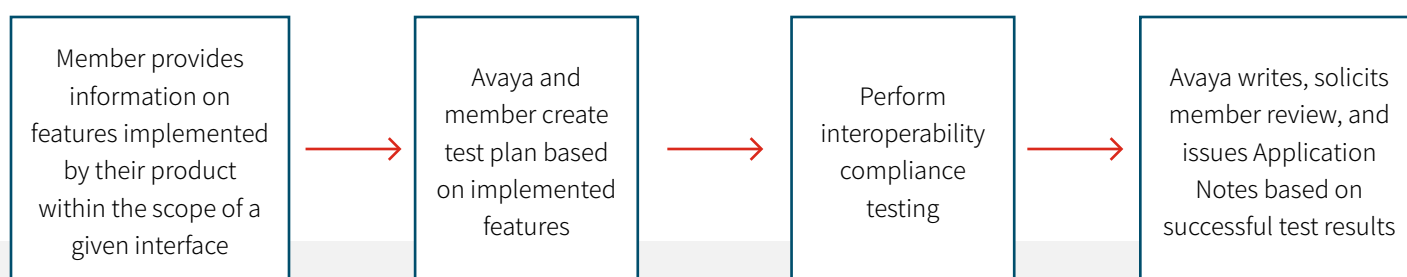
DevConnect Program.....	1
DevConnect Compliance Testing	2
DevConnect Compliance Testing Process	2
DevConnect Testing Facilities	6
Test Results And Application Notes	6
Limitations Of DevConnect Membership	7

DevConnect Compliance Testing

Compliance testing describes the process for validating and documenting how a DevConnect Technology Partner or Testing-enabled Registered Member's solution successfully interoperates with Avaya products and solutions. Avaya requires compliance testing either at an Avaya lab facility or via remote access. Avaya will determine where compliance testing must occur based on the solution technology and the interface(s) used to connect to the Avaya product (see Compliance Testing Requirements). Compliance testing at Avaya facilities allows Avaya engineers to ensure interoperability of complex solutions with the highest quality by using the lab's extensive product platforms and analysis tools. When compliance testing is successfully completed at Avaya labs or remotely, the member will receive a Letter of Compliance and, for Technology Partners, the use of the Avaya Compliance Tested logo.

DevConnect Compliance Testing Process

The compliance testing process is structured to cost-effectively achieve compliance-tested interoperability status with a specific Avaya product on the most current Avaya product release. The compliance test process outlined here is applicable to both Technology Partners and Testing-enabled Registered Members.



Upon successful completion of the compliance test, Avaya will issue a Letter of Compliance. Avaya will then deliver DevConnect Application Notes, which describe how to integrate and configure the member product with the Avaya product. Member products may integrate with Avaya products using one or more interfaces supported by that product platform. Please refer to the DevConnect Portal for a full list of [products and interfaces supported for compliance testing](#) activities.

Member Procurement of Avaya Products

To facilitate member product development, integration, and/or testing at member premises, the DevConnect program has provisions for Technology Partners and Testing-enabled Registered Members to procure “development sized” Avaya products (lab systems) as specified in the [Procurement Request](#) section on the DevConnect Portal.

NOTE: Due to heavy volumes, procurement requests made during the last month of the year may be delayed.

Development Support via Remote Access

To help facilitate member product development, Avaya provides remote environments for many products and interfaces. Members can access the remote labs through the [DevConnect Portal](#). Some products and interfaces may require a fee for the remote access. These remote labs are not used for compliance testing, and may be limited in scope, configuration, or capabilities. They are intended solely to aid the member in development phase activities.

Compliance Testing via Remote Access

Avaya provides a remote environment enabling members to undergo remote testing on most products and interfaces. Avaya will support remote testing when it is feasible to do so over the Internet. Remote testing may require use of Virtual Private Networking (VPN) capabilities to facilitate secure lab-to-lab connectivity.

Member Solution Compliance Status Requirements

Members are required to maintain up-to-date interoperability compliance with the latest major release of the Avaya product. Member product compliance falling two or more major releases behind the latest major release will be considered “not current” and may be removed from the DevConnect Marketplace or considered ineligible for DevConnect co-marketing benefits.

- Compliance testing is required on new releases of member products if the new features in the member’s product release leverage new or additional functionality in the latest release of the Avaya product.
- Compliance testing is required if the member is more than one major release behind the latest Avaya release.
- Compliance testing against minor (dot) releases – Throughout the membership period, new minor releases of both the Avaya and member’s products may be offered. In some cases, those changes may not impact the compatibility that was tested on the previous version(s). Avaya will recognize as interoperable those products that have been successfully tested at the release tested and at least two (2) later minor releases. In no case will interoperability be recognized on a major release level change, nor for any older minor releases than the version explicitly tested. Minor releases may also require testing if significant changes were made on the interface used.

Compliance Testing Entry and Exit Criteria

Avaya will use the following to determine whether the test entry criteria are met:

- Member application is production quality with all features operational
- Member has completed any applicable interface testing checklists
- Application documentation is available and production quality (including Table of Contents and Index)
- Any online help and README files are production quality and current
- Production troubleshooting documentation (for support personnel) is available
- Member’s system-level testing for the application is complete
- Member has provided technical and testing contact information for technical support and escalation
- Member is current on all membership, equipment, sponsorship, and test fees
- Member has completed the test plan jointly with the Avaya DevConnect engineer

Once the member product meets the entry criteria, the member will then work with their DevConnect Business Development Manager (BDM) to schedule the compliance test (see Compliance Test Scheduling). The following exit criteria will determine if the compliance test has been successfully completed:

- Member’s service/support channel is operational and ready to support the application with the Avaya platform
- Compliance testing and results documentation or Application Notes are complete
- Avaya platform and member application documentation is up-to-date and reflects any additional information obtained during testing
- Test Plan is updated to reflect any changes that may have been made during testing
- Any necessary Avaya or member product service packs or patches are generally available
- Any request for knowledge transfer to Avaya’s Support organizations have been fulfilled

Successful compliance testing applies to a specific version of the member's and Avaya's product. It does not include upgrades or revisions of either product; it does not include any other of the member's or Avaya's products, nor any additional third-party products. The Application Notes specify the compliant products.

Compliance Test Scheduling

Once the entry criteria described above have been met and the test plan has been completed, the compliance test will be scheduled as follows:

- Technology Partners and Testing-enabled Registered Members will generally be scheduled within six weeks, with priority given to Technology Partners at Avaya's discretion.
- Members need to request a test date by November 1st to ensure that their allocated test days for the current membership year are used. If a test date cannot be scheduled due to a testing backlog, the compliance test may be scheduled for the following year.
- Compliance testing will not be scheduled during the last two weeks of the year.

DevConnect members that cancel a compliance test without giving sufficient advance notice will incur a penalty. The compliance test cancellation policy is described below.

Compliance Test Cancellation Policy	
Cancellation Notice	Penalty
At least 10 business days from test date	None
Between 5 and 10 business days from test date	1 test day
Between 1 and 5 business days from test date	2 test days
Within one day of test date	Entire test incident

Compliance Testing Fees

DevConnect member testing fees are applicable to compliance testing beyond their allotted incidents according to the Support Package chosen. For more information on testing fees, please refer to section Membership Support Packages and Fee Structure in the current [Avaya DevConnect Program Guide](#).

The member is responsible for all costs associated with the installation, configuration, and compatibility of their solution, including hardware, software, and any external service subscriptions required (e.g., Salesforce.com accounts, SMS service accounts, email services, etc.) including both originating and return shipping of equipment, software, and/or documentation to Avaya lab facilities.

Re-testing after Test Failure

Members who do not successfully complete the compliance testing requirements due to compliance test failure are required to complete successful testing within 120 days after notification of non-compliance. Failure to fulfill the DevConnect re-test requirement may result in the solution being invalidated, or in the DevConnect membership being terminated.

Additional Products or New Product Versions

Compliance testing requirements are applicable to each individual product that a member seeks to submit to the DevConnect Program. Compliant products are identified by their specific version. It is the member's responsibility to ensure that new versions of previously tested products go through compliance testing or evaluation to maintain the "compliant tested" status.

DevConnect Testing Facilities

Compliance testing is generally conducted from 9:00am to 5:00pm, Monday through Friday local time. Requests to extend testing beyond 5:00pm (close of the business day) may be granted at the test engineer's discretion. Avaya lab facilities are closed on national, regional, and other holidays as per Avaya's published holiday schedule. Test locations are determined during the test planning process.

Unused Lab Time or Additional Lab Time

Member products may encounter blocking failures that prevent the compliance testing from continuing. It is at the member's discretion, with concurrence from Avaya, how to effectively use the remainder of the contracted lab time. If the member's product caused the blocking failure and the member decides to reschedule, additional setup and/or testing fees may apply. For example, a member may elect to return to their development facility to correct the failure condition. Avaya may, at Avaya's sole discretion, credit the member for the unused portion of the contracted lab time, which they can use for future testing. If additional time was spent configuring or debugging a problem, member product compliance testing may require additional days to complete the test. If the lab schedule permits, Avaya may grant additional days at the rates listed in the Membership Support Packages and Fee Structure section of the current [Avaya DevConnect Program Guide](#).

Test Results and Application Notes

The test results and/or Application Notes will be delivered as soon as possible after the test is completed. Test results and Application Notes are the joint property of both the member and Avaya. Application Notes are generated only when the compliance test is successful.

Test Report

Test results are included in the final version of the test plan, and they are not published. They are covered by the non-disclosure agreement that members sign upon entry into the program. In addition to test case pass/fail, results may include log files and screen captures.

Application Notes Distribution

The DevConnect Application Notes describe how to configure and administer Avaya's and the member's product to function together as a solution. They do not contain any proprietary information (although they do include product screenshots) nor are they intended to replace product installation documentation. One of the major aspects of the program is to expand DevConnect members' visibility with the Avaya sales channels and directly to our end user customers. Publishing the DevConnect member Application Notes on the Avaya public website(s) helps accomplish this, as does submitting this information to public search engines. As always, Avaya will continue to protect proprietary member information (typically included in test plans and test reports). The Application Notes are written after successful compliance testing has taken place and will include member support or other technical contact information. Members who do not wish to have Application Notes describing their solution on the Avaya public website(s) should contact their DevConnect BDM. If the member does not wish to have the Application Notes published on the Avaya public website, the document may still be distributed at Avaya's discretion to channel and support organizations within Avaya to ensure these solutions are supported appropriately in production.

The member must provide input and comments regarding the compliance testing of the member solution with the Avaya product/platform. The member's input and comments will be included in the Application Notes published on Avaya's website. If the member does not respond to the request for comments from Avaya within five (5) business days following the receipt of the request, Avaya reserves the right to publish the Application Notes without the member's review and comments. The member's failure to provide comments within the requested period may result in inaccurate description of the compliance testing results for which Avaya cannot be held liable.

Compliance Testing Requirements – Details

The type of Avaya compliance test (Avaya Lab Test, either on-site or via remote access) and test location are based on the Avaya product platform and interface category. Every effort will be made to test remotely, when possible, to eliminate travel for members. In some cases, the member will need to send their equipment/software to Avaya and access it remotely. When testing is performed remotely, the member is expected to dedicate their engineers' time to the remote test for the duration of the test. The member is also required to provide remote access to their product/ application so the Avaya engineer can access and monitor the member's application during the testing process. Time spent by DevConnect engineers in support of full compliance tests count towards entitlements.

Note: The member is responsible for all costs associated with the installation, configuration, and compatibility of their solution, including hardware, software, and any external service subscriptions required (e.g., Salesforce.com accounts, SMS service accounts, email services, etc.) including both originating and return shipping of equipment, software, and/or documentation to Avaya lab facilities.

Additional interfaces/platforms may require a higher level of testing and/or additional fees for testing. Avaya reserves the right to charge additional fees for any interfaces not listed as supported for compliance testing on the DevConnect portal

Limitations of DevConnect Membership

Membership in Avaya DevConnect does not provide DevConnect members with authorization to deliver services for Avaya products directly to Avaya customers, or on behalf of Avaya Channel Partners. This includes, but is not limited to, the installation, configuration, maintenance, and/or support services for any Avaya product. Furthermore, the creation and/or publication of any DevConnect Application Notes detailing configuration steps for Avaya products using any compliance-tested DevConnect partner product(s) do not provide support authorization.

Only companies authorized through the Avaya Edge channel partner program or other Avaya programs are recognized by Avaya Client Services as eligible to provide support services for Avaya products. Any company misrepresenting its authorization, based solely on DevConnect membership, may be subject to penalties including suspension of marketing benefits, restrictions on compliance testing, or termination from the DevConnect Program.

About Avaya

Businesses are built by the experiences they provide, and every day millions of those experiences are delivered by Avaya Holdings Corp. (NYSE: AVYA). Avaya is shaping the future of customer experiences, with innovation and partnerships that deliver game-changing business benefits. Our communications solutions power immersive, personalized, and memorable customer experiences to help organizations achieve their strategic ambitions and desired outcomes. Together, we are committed to helping grow your business by delivering Experiences That Matter. Learn more at www.avaya.com.



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