Administration and Support for Partners
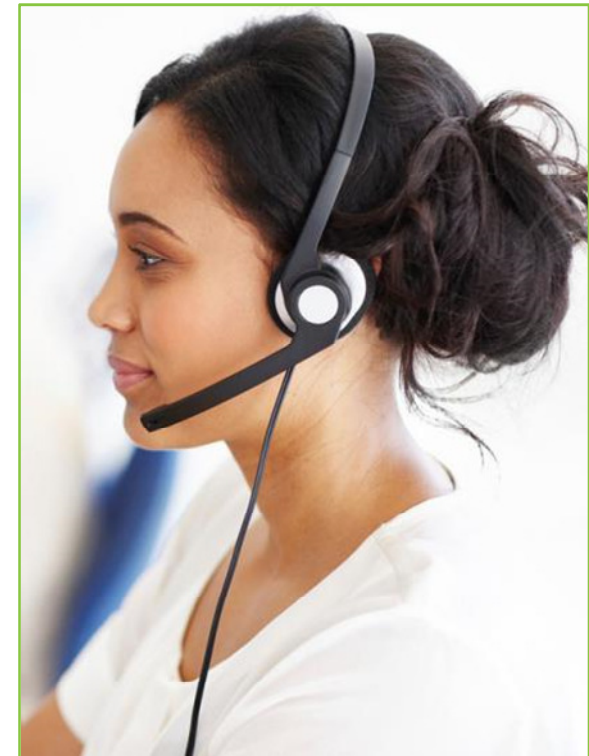
Partner Administration
'On behalf of' (..Customer Admin)

What is it?

- Specific OS Cloud Public/Circuit support for Resellers
  (or tier-1 partner which have direct customers)
- Reseller can act as tenant administrator on behalf of their end
  customers' tenant admins for customers which agree to this

Requirements and Setup

- Reseller's employees with the right to perform such remote
  service need to login as paid Circuit user in a reseller's tenant
- The required relationship Distributor-Reseller-Customer is set
  up for end customers in Circuit DB automatically (via syndicated
  eStore or classic order process)
- The reseller role for a partner has to be enabled on request by
  ops team (see separate page)
- The 'opt-in' of a final customer is required – via an 'opt-in' switch
  in customer admin area in self service

Partner Administration 'On behalf of..'

(2) Partner Administrator's access to customer's administration

(1) New checkbox for role 'Partner Administrator' at partner tenant

14
3

Partner Administration 'On behalf of..'

(3) An admin of each customer has to opt-in for partner administration

Partner Administration 'On behalf of..'

(4) Partner Administrator's has to select customer tenant to maintain (scroll and sort or search)

(5) Partner Administrator has access to all customer admin settings. Selected customer is displayed in the header which offers a new customer selection, too.

5

How to get as Reseller the Administration 'on behalf' of Customer Admin activated

The 'admin on behalf' is released (GA 06/10/2018) on but needs so far manual steps at Unify which are performed on request. For the future we plan to add this to the reseller

Background - How does the relationship between customers and resellers in Circuit work technically:

We have at the indirect channels' end customers a Circuit DB field 'Partner ID' which is filled during the order processes with distributor's and reseller's Unify Partner IDs (our so called Global One IDs).

Now we need to fill another DB field 'Partner Admin ID' in a reseller's tenant with commercial subscriptions to link that to all his final customers.

When this field has been filled then users of the reseller can get the Partner Administration role assigned in their tenant administration and the customer can enable the partner administration in his tenant admin UI, too.

Hint: Distributors can use this feature only in case and with customers where they act as reseller, too.

How to request the setup of Partner Administration 'on behalf' at Unify?

As reseller please send this template as email to 'ssc-circuitusersupport@unify.com':

SUBJECT: *Please enable the Partner Administration on behalf for Reseller <to be filled>*

BODY: *Dear SSC team,*
*please enable the Circuit/OSCloud Partner Administration on behalf for us/Reseller <...>.*
*Our **Circuit tenant ID** is: <to be filled>*
*Our **Partner ID** (Global One ID) is: <to be filled>*
Many thanks,
best regards,
<signature>

Hint: It is a legal requirement (GDPR) for EU customers and their partners that they close a bidirectional data processing agreement. This – nor checking for it - does not fall under Unify's responsibility
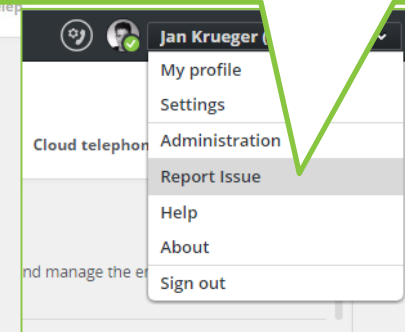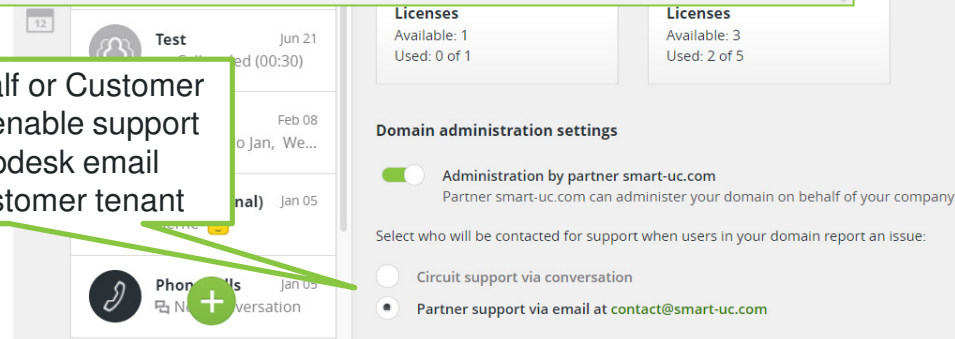
Report Issue to Partner
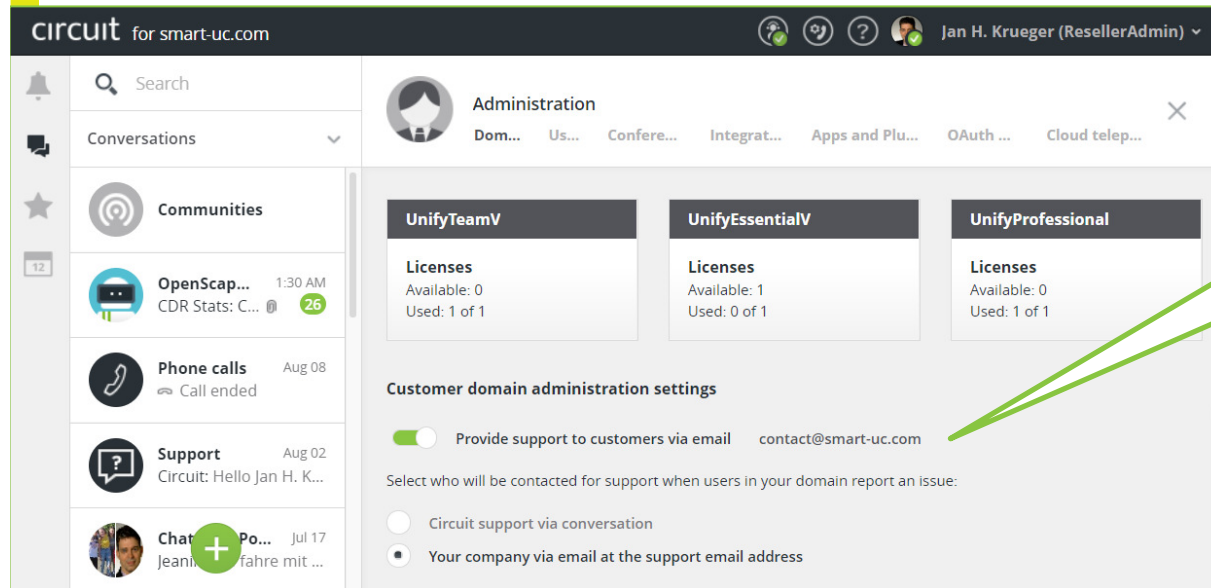
(1) Partner Administrator can enable supporting their customers and specific their helpdesk email address

(3) When users from customer tenant select 'Report Issue' now an email is opened with the support email-address of the reseller. And, the users are asked for attaching logs.

(2) Partner on behalf or Customer Administrator can enable support via partners helpdesk email address in the customer tenant
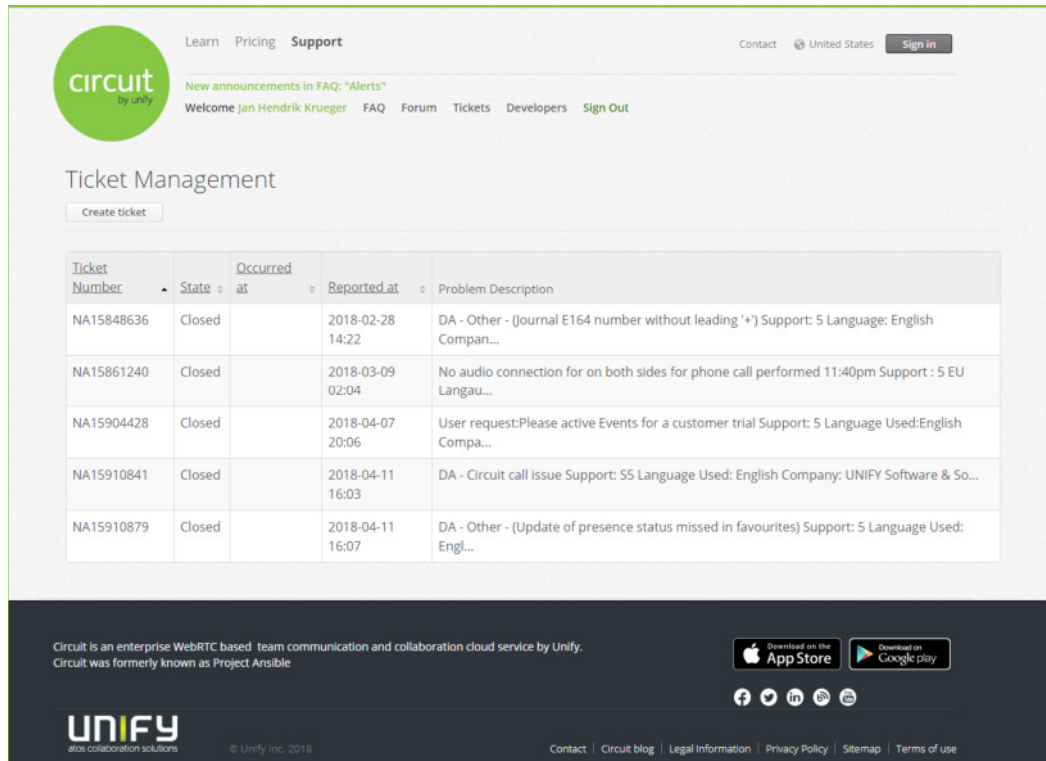
148

Partner Admin: Setup of Unify or 3rd P Phones

New with begin of Q4/'18:

- Unify Phones and 3rd P SIP devices incl. Terminal adapters can be setup by customer or partner admin and sent to the user.
- Unify devices can be still setup by users. But, admin can disable these option for user.
- With Unify phones the Cloud DLS provides configuration and updates.
- For validated 3rd P phones please refer to our public FAQs on Circuit.com

Support Portal https://www.circuit.com/service-request

- **Partners should use the Support portal:**
  - Keep an overview of tickets (only for tickets raised under the account logged-in)
  - Get back the NA number = Unify ticket number. This might be required as reference when communicating with Unify staff
- Partners can raise tickets (which have to include customers tenant ID) on behalf of their customers to Unify
  - OSCloud/Circuit tickets fall under customers' SLA
  - Partner interacts with Circuit User Help Desk UHD*
- **Partners can be the 'one face to customer',** e.g.
  - Answer (frequent) user questions and separate them from bugs, might communicate with multiple users affected by same issue
  - Check + optimize local infrastructures: e.g. head set issues, microphone settings, network bandwidth + priorities, ..
  - *Sort out support for local equipment*, e.g. phones, SBC/TCs, PBX might fall under local service contracts and need to keep their support processes, tools, SLA

* Options for partner to take over L1 are planned