



ribbon

TECH FORUM 23



Exceptional Support

How to best engage your Ribbon Support team

Tony Gomez

VP of the Americas Business Unit, IP Optical

3 Pillars of the Transport Network Purchasing Decision

Technology

Price

Support



3 Pillars of the Transport Network Purchasing Decision

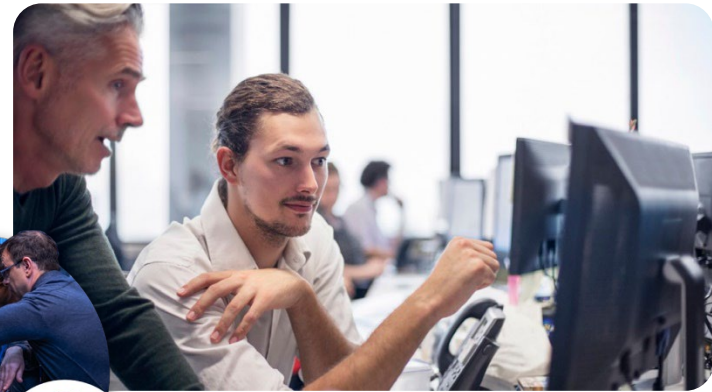
Technology

Price

Support



What makes Ribbon's Support different?



IP Optical Support in North America is Ft. Lauderdale Based



- **Highly Experienced** – Core Team Members in Place for 30+ Years
- **24x7 Technical Support**, Turn-Key Project Management, Engineering and Implementation, Network Migration and Educational Services
- **Comprehensive Lab Facility** Enables Network Simulations, Interoperability Testing and Problem Replication
- Unique Network Staging Process Yields **Plug & Play Deployments** plus Hands-on Knowledge of Your Equipment Ahead of Field Installation
- **On Premise Logistics Warehouse** Contains Complete Inventory of Parts and Accessories - *Available for Immediate Shipment*



How do you contact us?

Ribbon Support Portal

Customer Support Access and Document Center

[Home](#) > [Contact](#)

Access to Ribbon support portals is available to customers who have purchased maintenance and technical support services. Note, the support portal below is for all Ribbon products.

User Name:

Password:

[Login](#)

[Forgot your password?](#)

[New User Registration>>](#)

Full Featured to Track and Manage your Service Requests

The screenshot displays the Ribbon Support Portal interface. At the top, the Ribbon logo is on the left, and navigation links for Home, Cases, Knowledge, Announcements, Downloads, Tools & Services, My Profile, and Logout are on the right. A search bar is also present. Below the navigation is a large banner with the text "WELCOME TO RIBBON SUPPORT PORTAL". Underneath the banner is a breadcrumb trail: "C20 Disaster Preparedness Documentation - If Help is Needed Call ER 1-833-RIBBON1 OPT 3-9 GE". The main content area is divided into two sections: "My Cases" and "My RMAs". Each section has tabs for "My Organization's Cases" and "Advanced Find". Below these are five cards showing counts for different case statuses: "Cases Awaiting Your Action" (0), "Pending Closure" (0), "With Technical Support" (0), "RMA Approved" (0), and "Awaiting Approval" (0). Below the cards, there are two "View All" and "Open Case" buttons for each section. At the bottom, there is a "Subscribed Articles" section with a list of article titles. A "Chat" button is located in the bottom right corner.

ribbon Home Cases Knowledge Announcements Downloads Tools & Services My Profile Logout

WELCOME TO RIBBON SUPPORT PORTAL

C20 Disaster Preparedness Documentation - If Help is Needed Call ER 1-833-RIBBON1 OPT 3-9 GE

My Cases My Organization's Cases Advanced Find My RMAs My Organization's RMAs Advanced Find

0 Cases Awaiting Your Action 0 Pending Closure 0 With Technical Support 0 RMA Approved 0 Awaiting Approval

No cases available No cases available

View All Open Case View All Open RMA

Subscribed Articles

- [Ribbon Product Interoperability](#)
- [Exciting changes are coming to the Customer & Partner Portals](#)
- [Customer and Partner Portals Enhancement - Case Collaboration feature is added to Cases](#)
- [Movius Mercon End of Product Sale Notification](#)
- [Product End of Product Sale \(EOPS\) Notice - POWER RECTIFIER](#)

Chat

Great for Details, History and Reporting

The screenshot displays a web-based service case management interface. At the top, there is a search bar and a navigation menu with options like Home, Chatter, Files, Accounts, Contacts, Cases, Reports, Dashboards, Surveys (fSonus), Reports (Cases), Homologations, Knowledge, and More. The main header shows the case title: "Case SIRIS - New case concerning call transfer issues --> Previous Case number 230613-682419". Below this, there are buttons for "Follow", "Edit", "Clone", "Close Case", "Reieve in ERP", "Create Delivery in ERP", and "Sharing Hierarchy".

A summary table provides key case information:

Case Number	Account Name	Status	Severity	Case Owner	Customer Interface
230908-705633	IBM CANADA LTD	Open / Assign	Major	TS TAC-RESPONSE	

Below the summary is a "Related List Quick Links" section with various filters and counts:

- Survey (0)
- Survey Summaries (0)
- Survey Invitations (0)
- Chat Transcripts (0)
- Links to 3rd Party/Product Defect Systems (0)
- Attachments (0)
- Case FTP (0)
- Work Notes (10)
- RMA's (0)
- Outage Incidents (0)
- Case History (10+)
- Case history (0)
- Case Times (5)
- Case Owner Tracking (0)
- Case Team (10+)
- Related To Cases (0)

A "Show All (22)" link is provided for the quick links. The main content area has tabs for "Details", "Related", and "Work Notes". The "Details" tab is active, showing a table of case information:

Case Number	230908-705633
Case No.	230908-705633

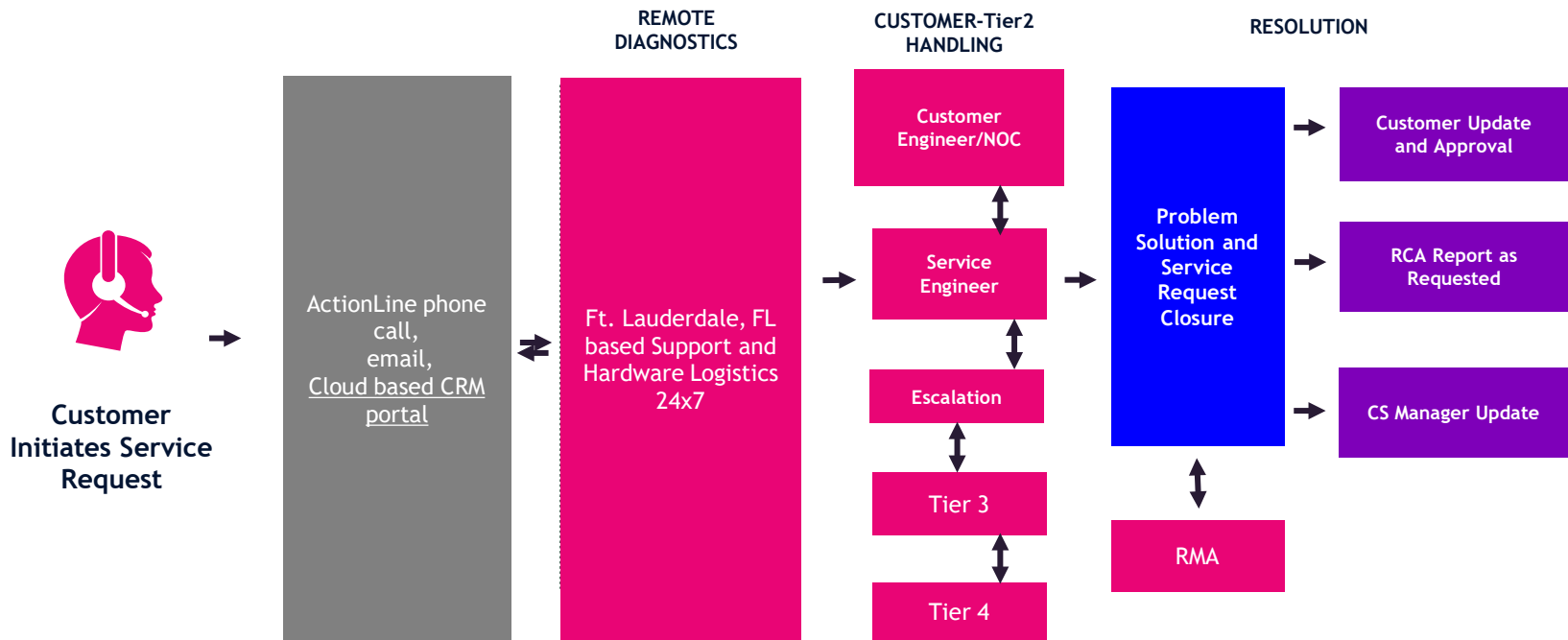
Below the table is a "Fields" section and an "Alerts & Special Handling" section. The "Alerts & Special Handling" section includes:

- Account Alert
- Data Country: Canada
- Personal Information: No
- Security Implications: No
- Case Alert: ## headstup Customer has scheduled a remote session for tonight at 9PM EST to collect traces in info level
- SLA Info
- SLAM Link: SLAM-000001

Or, you can use this:



Service Request Handling Procedure



What is better than a Phone?



Implementation and Migration Project Management

Phase 1: Kick-off

PHASE	#	ACTIVITY	DEPENDANC	COMPANY OWN	OWNER	PRIORITY	STATUS	START	FINISH	NOTES	LESSONS LEARNED
Phase 1:	PHI-1	Rick-off Meeting									
	PHI-2	BRD									
	PHI-3	Project Task List									
	PHI-4	Project Team (Roles & Responsibilities)									
	PHI-5	Project Calendar									
	PHI-6	Access									
	PHI-7	Discovery									
	PHI-8	Design									
	PHI-9	SharePoint Site Creation									
	PHI-10	Hardware, Software & Support Validation									
	PHI-11	Status Meetings									
Phase 1 Task List:	PT1-1	Documents Creation									
	PT1-2	Project Task List review									
	PT1-3	Project Team (Roles & Responsibilities)									
	PT1-3.1	- Ribbon									
	PT1-3.2	- Customer									
	PT1-4	Project Calendar Creation									
	PT1-5	Project Calendar - Updates & Review									
	PT1-6	Site Access for Engineer									
	PT1-7	SharePoint Site Creation									
	PT1-7.1	Hardware, Software & Support Validation									
	PT1-7.2	- Hardware Shipment dates									
	PT1-7.3	- Hardware Shipment locations									
	PT1-7.4	- Hardware reporting									
	PT1-7.5	- Hardware PO/SO tracking									
	PT1-7.6	- Hardware support validation									
	PT1-7.7	- Software Shipment dates									
	PT1-7.8	- Software Shipment locations									
	PT1-7.9	- Software reporting									
	PT1-7.10	- Software PO/SO tracking									
	PT1-7.11	- Software support validation									
	PT1-7.12	- Pak Keys & Software order added to SharePoint									
	PT1-8	Support Validation									
	PT1-9	Status Meetings									
	PT1-9.1	- Weekly Meetings									
	PT1-9.2										
	PT1-9.3	Required Attendees:									
	PT1-10	Establish project timelines and milestones	PT1-6								
	PT1-11	Network information gathering, identify requirements and future network state	PT1-6								
	PT1-12	Design Requirements	PT1-6								
	PT1-12.2	Infrastructure including device type, model, software version, port count/speed, and PoE.	PT1-6								

Project Kick-off

Task	Duration	Start	Finish	Resource Names
90 days	Thu 3/25/21	Wed 7/28/21		
90 days	Thu 3/25/21	Wed 7/28/21		
90 days	Thu 3/25/21	Wed 7/28/21		
1 day	Thu 3/25/21	Thu 3/25/21		
12 days	Wed 7/28/21	Thu 8/12/21		
8 days	Wed 7/28/21	Fri 8/6/21	Ribbon	
4 days	Mon 8/9/21	Thu 8/12/21	Ribbon	
4 days	Mon 8/9/21	Thu 8/12/21	Ribbon	
42 days	Thu 7/1/21	Fri 8/27/21		
42 days	Thu 7/1/21	Fri 8/27/21	Client	
27 days	Thu 7/1/21	Fri 8/6/21	Client	
38 days	Thu 7/1/21	Mon 8/23/21	Client	
33 days	Fri 7/2/21	Mon 8/16/21	Client	
6 days	Mon 8/2/21	Mon 8/9/21	Ribbon	
76 days	Fri 6/11/21	Fri 9/24/21		
1 day	Mon 8/9/21	Mon 8/9/21	Ribbon	
1 hr	Mon 8/9/21	Mon 8/9/21	Ribbon	
34 days	Tue 7/27/21	Fri 9/10/21		
11 days	Tue 7/27/21	Tue 8/10/21	Client	
13 days	Thu 7/29/21	Mon 8/16/21	Ribbon	
8 days	Mon 8/9/21	Wed 8/18/21	Ribbon	
6 days	Fri 8/13/21	Fri 8/20/21	Ribbon	
11 days	Fri 8/13/21	Fri 8/27/21		
2 days	Mon 8/23/21	Tue 8/24/21		
5 days	Mon 9/6/21	Fri 9/10/21		
2.13 days	Mon 8/9/21	Wed 8/11/21		
1 hr	Mon 8/9/21	Mon 8/9/21	Ribbon	
6 hrs	Mon 8/9/21	Mon 8/9/21	Ribbon	
1 hr	Mon 8/9/21	Mon 8/9/21	Ribbon	

Comprehensive Project Planning and Administration

Staging Facility – Unpack and Inspection



Staging Facility – Rack, Power and Base configuration



Staging Facility – Getting to Know your Network



Roundtable Discussion - Share your Vendor Support Challenges



ribbon

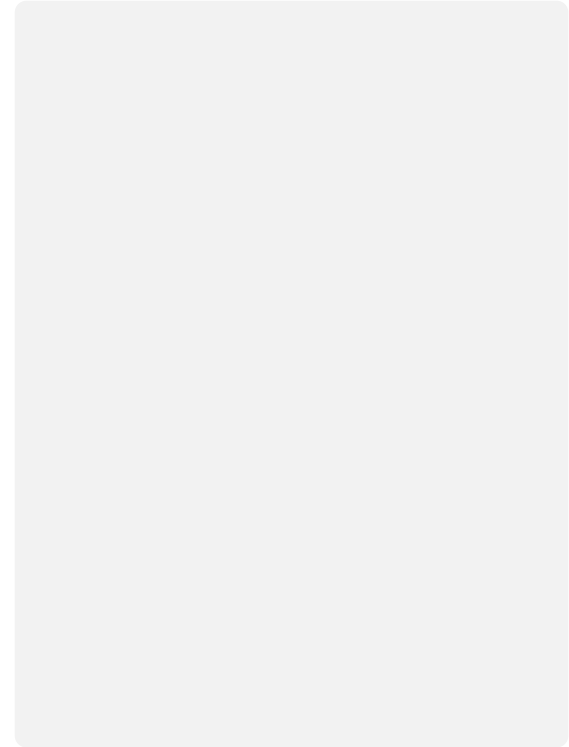
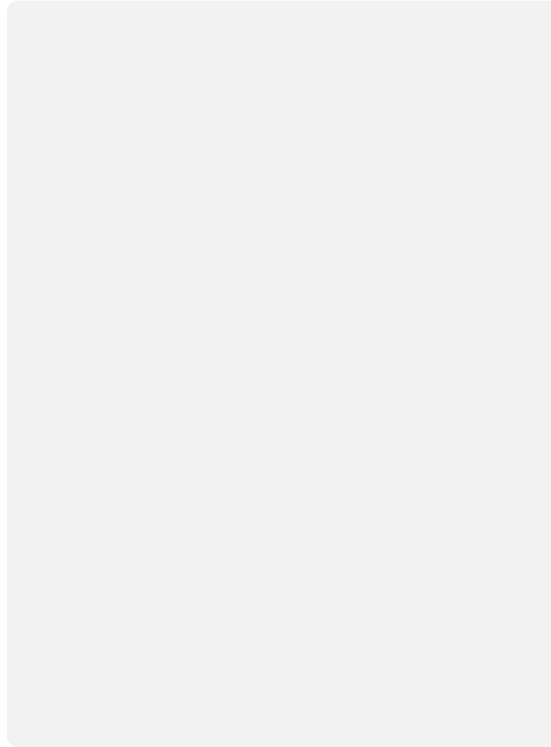
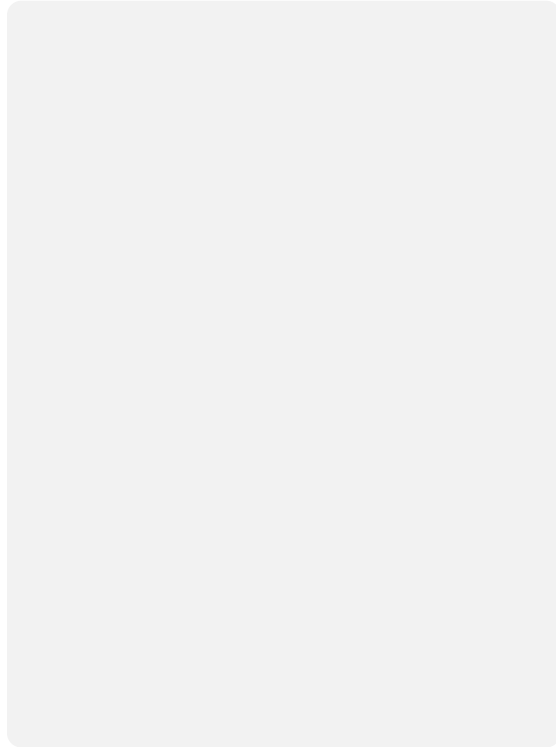
TECH FORUM 23

3 Pillars of the Transport Network Purchasing Decision

Technology

Price

Support



Priority Info

Copyright © 2023, Ribbon Communications Operating Company, Inc. (“Ribbon”). All Rights Reserved.
www.rbbn.com

Ribbon Communications is a registered trademark of Ribbon Communications, Inc. All other trademarks, service marks, registered trademarks, or registered service marks may be the property of their respective owners.