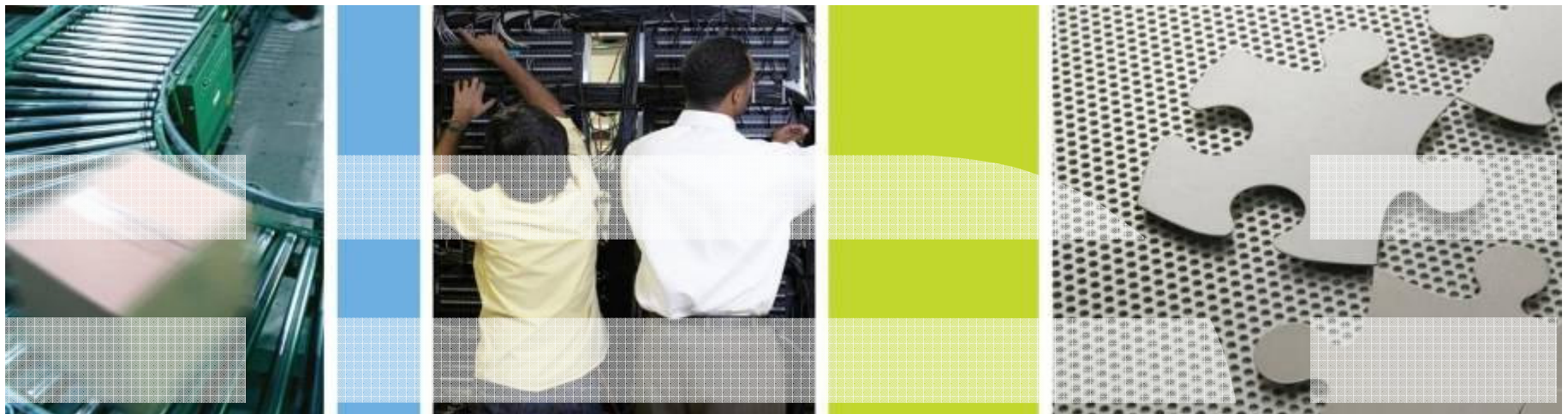


IBM Global Technology Services



11705: End-to-End IBM Service Support Web Portals

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System Z - Software Support Environment

■ What's the most important thing to remember about support for zOS?

- Support contracts for non-System z server types e.g. SWMA for AIX, Support Line for Microsoft Windows, etc. provide both defect and usage support under a single contract.
- This is **not** the case under System z. Defect support (problems with the System z software code) and usage support (installation, configuration, interpreting documentation, etc.) are provided under a range of separate contracts.

■ So what are these System z support contracts called?

- ***Defect***
 - Monthly License Charge (MLC)
 - Subscription and Support (S&S)
- ***Enhanced Defect***
 - Alert
 - Resolve
- ***Enhanced Usage***
 - SoftwareXcel: Enterprise Edition
 - SoftwareXcel: Basic Edition



System Z - Web portals for support

- IBMLink/ServiceLink
- Service Request
- IBM Support Portal
- ShopzSeries
- SMP retrieval
- IBM Assist On Site (AOS)
- ResourceLink
- ESC+

System Z - IBMLink/ServiceLink

- **What is it?**

- Comprehensive web site primarily focused on the supporting of software on System z.
- Requires a support agreement.
- Can be used to access Service Request, but requires additional sign on.

- **What is the web address?**

- <http://www.ibm.com/ibmlink>

IBMLink/ServiceLink panel

United States [change]

Home Solutions Services Products Support & downloads My IBM Welcome Mr. Mark Fyffe [Not you?] [IBM Sign out]

← Support & downloads

ServiceLink

Administration

Help

Related links

- Purchase/upgrade tools

ServiceLink

The applications listed below are your entitled applications.

Please click on the application you would like to access.

- [Automatic Software Alert Process \(ASAP\)](#) → [New notifications](#)
- [Automatic Status Tracking \(AST\)](#) → [New notifications](#)
- [Electronic Service Call \(ESC+\)](#)
- [IBM Service Request \(SR\)](#)
- [Preventive Service Planning \(PSP\)](#)
- [Product Cross Reference \(PCR\)](#)
- [Service Information Search \(SIS\)](#)
- [Service Request and Delivery \(SRD\)](#)

The Electronic Technical Response (ETR) function has been replaced with the enhanced [IBM Service Request \(SR\)](#) application for software problem reporting. Please use the SR application to submit software problem reports.

You can also perform [administration functions](#).

IBMLink news

→ 25 June 2012

Customer support

For IBMLink customer support, please use [IBMLink feedback](#) or contact the help desk at 1-800-543-3912

For IBM Service Request (SR) customer support, please use [SR assistance](#).

→ [Directory of IBMLink worldwide contacts](#)

Terms and Conditions

[Terms and Conditions](#)

About IBM Privacy Contact Terms of use Accessibility IBM Feeds Jobs

System Z - Service Request (SR)

■ What is it?

- Service request is IBM single electronic web application for reporting software problems.
- Replaces Electronic Technical Response (ETR) on IBMLink/ServiceLink

■ What is the URL?

- *Can be accessed via IBMLink/ServiceLink at <http://www.ibm.com/ibmlink>*
- *or directly at <https://www.ibm.com/support/servicerequest/>*

Service Request Home Page

Begins the work flow to open a service request.

Saved service requests that have not yet been submitted.

Read and responsibility icons show if a service request is unread and if the user needs to take action.

Green dot + bold = unread
no icon + no bold = read
Exclamation + bold = user action/unread
Exclamation + no bold = user action/read

Find a specific service request or search by a keywords.

Advanced search provides additional parameters for a search.

IBM Service Request

Hello, Jyi-ching wong.

➔ [Open a new service request](#)

My draft service requests

Status	Sev.	Title	Date modified	Date expires	
Draft		Sample title		6/12/10	

My recent open online service requests

To modify an open service request, select its service request number.

Service request #	Sev.	Title	Date modified	Date submitted	
76213.005.000	4	testing please close	6/7/10 2:49 PM	6/7/10 2:49 PM	
76212.005.000	4	testing please close	6/7/10 2:49 PM	6/7/10 2:49 PM	
76211.005.000	4	testing please close	6/7/10 2:49 PM	6/7/10 2:49 PM	
76210.005.000	4	testing please close	6/7/10 2:49 PM	6/7/10 2:49 PM	
76209.005.000	4	testing please ignor...	6/7/10 2:48 PM	6/7/10 2:48 PM	

• Unread

! Needs your attention

➔ [View all my online service requests](#)

Search service requests

Search by service request number

Enter a service request number

Search by customer number

Enter keywords

Select a customer number

➔ [Advanced search](#)

My service request searches

➔ [Manage searches](#)

➔ [My search 1](#)

➔ [My search 2](#)

Quick access to saved searches. Searches can span multiple customer numbers.

Your open requests managed through SR.

Corporation

Selecting a product

Open a new service request

Select product and component

IBM Service Request

Open a new service request

Search service requests >

My profile >

My messages >

My agreements >

Help >

Related links

- Go to the IBM Support Portal
- Passport Advantage Online
- Other service request tools
- IBM electronic services
- IBM systems and servers

Enter your keyword(s)

[Cant find your product?](#)

Start typing here to display products

☒ Show entitled products only

Search results

You can enter a product, component, or a component ID. Enter 3 or more characters to start or search. Enter 1 character to see products that start with that letter.

Preferred products

You dont have any saved products. Please see the Supported products tab to select a product.

Selecting a product

Open a new service request

Select product and component

IBM Service Request

Open a new service request

Search service requests >

My profile >

My messages >

My agreements >

Help >

Related links

- Go to the IBM Support Portal
- Passport Advantage Online
- Other service request tools
- IBM electronic services
- IBM systems and servers

Enter your keyword(s)

[Cant find your product?](#)

ZOS

☒ Show entitled products only

☒ Products (571 matches) ☐ Components (1014 matches)

Search results

☐ Add selection to Preferred Products

- ▶ [WebSphere Transformation Extender for z/OS V8.3](#)
- ▶ [WebSphere Transformation Extender z/OS V8.2](#)
- ▶ [WebSphere Virtual Enterprise for z/OS V7.0](#)
- ▶ [Workload Simulator z/OS V1.1](#)
- ▶ [z/OS 180 - EREP V3.5](#)
- ▶ [z/OS Management Facility V1.11](#)
- ▶ [z/OS Management Facility V1.12](#)
- ▶ [z/OS Management Facility Version 1 Release 13 V1.13](#)
- ▶ [z/OS V1.10](#)
- ▶ [z/OS V1.11](#)
- ▶ [z/OS V1.12](#)
- ▶ [z/OS V1.13](#)

Selecting a customer number

Open a new service request

Select an agreement

IBM Service Request

Open a new service request

Search service requests >

My profile >

My messages >

My agreements >

Help >

Choose an IBM Customer Number (ICN) and, if applicable, a Machine type/Serial number.

☐ 4608121 [United States]

☒ 5030101 [United States]

Continue

Status *Not saved*

Product

← z/OS V1.13

Component

← Supervisor Control -
includes Interrupt handlers /
Dispatcher

Related links

- Go to the IBM Support Portal
- Passport Advantage Online
- Other service request tools
- IBM electronic services
- IBM systems and servers

Entering information on Problem

Open a new service request

Complete problem description

IBM Service Request

Open a new service request

Search service requests >

My profile >

My messages >

My agreements >

Help >

Related links

- Go to the IBM Support Portal
- Passport Advantage Online
- Other service request tools
- IBM electronic services
- IBM systems and servers

Problem description

Please complete the problem description information below. The fields indicated by an asterisk (*) are required to complete this transaction; other fields are optional. If you do not want to provide us with the required information, please use the "Back" button on your browser to return to the previous page, or close the window or browser session that is displaying this page.

Before providing problem information and/or diagnostic attachments, please read and understand [Exchanging diagnostic data with IBM](#).

Problem information

Title*

Big Problem

(256 character limit)

Problem description*

Illustration of a entering a problem with SR

(12 KB limit. Use file attachments to include more data, such as diagnostic files or [IBM Support Assistant](#) collector files.)

Service request qualifiers

Severity*

☐ 1

☒ 2

☐ 3

☐ 4

[Severity levels](#)

Status *Not saved*

Product

[← z/OS V1.13](#)

Component

[← Supervisor Control - includes Interrupt handlers / Dispatcher](#)

Agreement

[← 5030101 \[United States\]](#)

Interested users

Mark Fyffe

[Update interested users](#)

Business partners

No business partners are associated with this service request.

[Associate business partners](#)

Entering information regarding issue

How is this problem impacting your business? *

no impact

(256 character limit)


☐ System is down

Request type *

 [Help](#)

- ☐ Software Defect Support
- ☒ Software Defect Support with Premium Response
- ☐ Software Usage Support

Additional
Information

 [\[Click to Edit\]](#)

Please answer the following questions to identify outage problems.

- Did the problem result in an OUTAGE? Y _ N _
(An outage is a loss of the System, Subsystem, Network, Online System, Data Base or the availability of a major application)
- If answer to question above is YES, please answer the following:
- What was the scope of the outage?
System(IPL) _ Subsystem _ Network _ Online System _ Data Base _
Major Application _ Other: _____
- What is the Operating Environment?
Parallel Sysplex _ Sysplex _ Single/Shared System(s) _
- How many systems incurred an outage? _ of _ (eg. 1 of 8) =PSFT03=

Please select your operating system which will ensure the proper routing of your service request

Operating system*

z/OS



Additional information

Customer tracking ID

test123

 [Help](#)

(20 character limit)

Attach additional files

Select file to attach

[Browse...](#)

(2 GB limit per file)

[Add file to queue](#)

Files in queue

None

[Continue](#)

[Save as draft](#)

Submitting Issue

☒ Don't contact me, I will check the status online

☐ Call my daytime number: 845-471-8526

Ext.:

☐ Call my alternate number: 845-226-7412

☐ Call my mobile number: 845-489-0488

Product and component → [Edit](#)

Product

z/OS V1.13

Component

Supervisor Control - includes Interrupt handlers / Dispatcher

Agreement → [Edit](#)

IBM Customer number

5030101 [United States]

Problem details → [Edit](#)

Title

Big Problem

Severity

2

Description

Illustration of a entering a problem with SR

Attachments

By submitting this request or saving it as a draft, you agree that you understand [Exchanging diagnostic data with IBM](#).

Create request

Save as draft

Cancel

Searching for PMRs

Search service requests

IBM Service Request

Open a new service request >

Search service requests

My profile >

My messages >

My agreements >

Help >

Related links

- Go to the IBM Support Portal
- Passport Advantage Online
- Other service request tools
- IBM electronic services
- IBM systems and servers

Filter list content

☐ Search my service requests submitted online only

☒ Search all service requests

☐ Include archived service requests

Note: Searching the archive will take longer to return results. Please be patient.

IBM Customer number*

All
4608121 [United States]
5030101 [United States]
5060261 [United States]

Enter keywords to refine your search

☐ Service request number [Select country](#)

☒ Show service requests up to today's date

Searching PMRs (continued)

☐ Show service requests by date range [Help](#)

☒ Created within range

☐ Updated within range

☐ Closed within range

Note: this option is valid only when you have selected the "Show closed service requests" option below.

From To M/d/yyyy format

Filter service requests by criteria below

Completed fields will be used as additional filter criteria; blank fields will not be used.

☒ Show open service requests

☐ Show closed service requests

Component ID

Severity

☒ All ☐ 1 ☐ 2 ☐ 3 ☐ 4


Search service requests

Customizing PMR List

Use the drop-down lists to assign available items to columns and to add or remove columns.


Column number

1 Service request #

2 

3 

4 

5 

6 

7 

8 

9 

10 

Sort by



☐ Values increase

☐ Values decrease

Update list

Cancel

Your support agreements

My agreements

IBM Service Request

- Open a new service request >
- Search service requests >
- My profile >
- My messages >
- My agreements**
- Help >

Related links

- Go to the IBM Support Portal
- Passport Advantage Online
- Other service request tools
- IBM electronic services
- IBM systems and servers

Access to IBM software support services such as IBM Support portal, Fix Central and IBM Service Request require that you register. You may register with your IBM customer number or machine type and serial number. Please select an option below to begin the registration process.

- ☒ **By customer**
☐ **By machine type and serial number**

Please enter your customer information below. If you dont know this information, your organizations contracting or purchasing office may be able to help you.

IBM customer number*

Country/region*

If you do not see your country/region in the list, please contact [IBM country/regional support](#) to determine which country/region you should choose.
[Get Adobe® Reader®](#)

Justification

Request additional access

Existing access (5 total)

IBM customer number	Offering	Access level
---------------------	----------	--------------

Setting default customer number

My profile for service requests

Display setting

IBM Service Request

Open a new service request >

Search service requests >

My profile

- Contact information
- Notification preferences
- **Display setting** >
- Preferred products
- Saved searches
- DAC code

My messages >

My agreements >

Help >

The fields indicated with an asterisk (*) are required to complete this transaction; other fields are optional. If you do not want to provide us with the required information, please use the "Back" button on your browser to return to the previous page, or close the window or browser session that is displaying this page.

My time zone and home page display settings

Time zone ▼

Service requests displayed on my home page

(1-50)

Default IBM customer number

Select an IBM customer number to be used as your default choice.

Default IBM customer number

▼

Submit

Related links

- Go to the IBM Support Portal
- Passport Advantage Online
- Other service request tools
- IBM electronic services
- IBM systems and servers

Notification options

My profile

- Contact information
- **Notification preferences** >
- Display setting
- Preferred products
- Saved searches
- DAC code
- My messages >
- My agreements >
- Help >

Related links

- Go to the IBM Support Portal
- Passport Advantage Online
- Other service request tools
- IBM electronic services
- IBM systems and servers

The information you provide will be used to validate your entitlement and communicate with you about your service requests.

My language

Please indicate the language in which you wish to receive notifications and e-mails. (Note: application web pages are always displayed in the closest supported language you have specified in your browser's language settings.)

Language

English(United States) ▼

For service request changes

Please indicate whether you want to be notified when your service requests at each severity level are updated or closed.

Severity

Notify on update

Notify on closure

1
2
3
4

☒
☒
☒
☒

☒
☒
☒
☒

For changes in my user status

Please indicate whether you want to be notified when your status as an authorized user changes.

☒ **Notify me when my status changes**

How to notify me

All your notifications are available in [My messages](#). You can also choose to receive notifications at the e-mail address in your profile.

☒ **Send notifications by e-mail also**

Please note: E-mails are always sent from IBM Service Request (SR) when a service request is created. Site Technical Contact and Administrators always receive email notifications when a user requests access.

By clicking "submit" you agree that IBM may process your data in the manner indicated above

IBM Support Portal

- **What is it?**

- Consolidated access point for hardware and software support.
-

- **What is the URL?**

- <http://www.ibm.com/support/entry/portal/overview>



IBM Support Portal panel

SolutionsServicesProductsSupport & downloadsMy IBM

Search

Support homeDownloadsTroubleshootPlan & installService requests & PMRsDocumentationCommunities?

[Go to quick start](#)

Choose a product

Find a product

Quick find:

View content for product(s)

☒ Allow multiple selections

All | Active

IBM ILOG JViews Diagrammer

Software support (general)

☒ z/OS - All versions and releases

Share this product list

Support home

Support for my selected products

Your customized support experience

To modify the contents of this page, choose your products and a page.

Featured links

Support registrations

z/OS

Download fixes

Search for known problems

ShopSystem z

Search for PSP buckets

z/OS Internet Library

Product news

News: Read the latest news on your product(s)

IBM acquired and sold products

z/OS

Leap Seconds and Server Time Protocol

New z/OS Release Schedule Announced at SHARE

Search support and downloads

Within my selected products

Translate this page

My bookmarks

Customize this page

Support resources

Contact support

Buy Support & Services

Other IBM pages

Product and brand links

Site availability

Site news

Support feedback

System Z - SMP/E Internet Service Retrieval

■ What is it?

- SMP/E Internet Service Retrieval can be used to request corrective service, preventive service, and HOLDDATA, from a dedicated IBM server, download the service package directly to z/OS
- Service can be requested on demand or automate the service delivery process to be automatic.

■ What is the URL?

- *General information -*

<http://publibz.boulder.ibm.com/zoslib/pdf/smpeiret.pdf>

- *For set up info –*

http://publibz.boulder.ibm.com/cgi-bin/bookmgr_OS390/BOOKS/GIMUSR51/4.0?SHELF=gim2bk90&DT=30220822282258

System Z - ShopzSeries

- **What is it?**

- Shopz is the online solution for ordering and delivery of System z software. Shopz is used by customers worldwide to plan, place, and track orders, 24/7.

- **What is the URL?**

- <https://www14.software.ibm.com/webapp/ShopzSeries/ShopzSeries.jsp>

System Z - ShopzSeries panel

Shopz
Product catalog
Help
News
Feedback
Customer service

Related links

- System z software
- System z servers
- Operating systems
- Linux on IBM System z
- Resource Link
- Publications center
- Passport Advantage
- RAM

Shopz



Shopz is the online solution for ordering and delivery of System z software. Shopz is used by customers worldwide to plan, place, and track orders, 24/7.

Features and benefits

- Easy, fast planning and ordering of System z software product, system and service upgrades
- Online catalog, shopping cart, order tracking and reporting functions
- Support for z/OS, z/VM and z/VSE operating environments
- Entitled and priced transactions
- Roles Authorization Management
- Internet delivery for product and service orders

Using Shopz

- User Guide
- Tutorial videos
- FAQ
- Connectivity Test for SW download readiness

Fast access to Shopz

→ [Sign in for registered users](#)

→ [New user registration](#)

You must sign into this application, even if you have already signed into IBM.com on the masthead.

IBM Assist on Site (AOS)

- **What is it?**

- IBM Assist On-site is a remote tool that allows IBM support engineers to share control of your workstation to help speed time to resolution very similar to RSV-XCEL except no lease line requirements or advance set up.
- If session is needed request made to support rep

- **What is the URL?**

- <http://www.ibm.com/support/assistsite/>

IBM Assist on Site (AOS) panel

Support & downloads

Downloads and drivers

Troubleshooting

Product publications

Open a service request

Warranties and maintenance

Feedback

Related links

- IT product training
- Developers
- IBM Business Partners

IBM Assist On-site

Live Remote Assistance

With our live remote-assistance tool, a member of our support team can view your desktop and share control of your mouse and keyboard to get you on your way to a solution. The tool can speed up problem determination, collection of data, and ultimately, your problem solution.

How to Get Support:

A member of our support team will talk with you first to determine the nature of the problem. You should open a problem via the normal methods and the support engineer will decide whether this tool is the right approach for your particular problem.

To start a remote session, complete and submit the request form.

→ IBM Assist On-site session request form

Before using the Assist On-site application, you can test your connectivity to the Assist On-site network by using the connectivity tool provided below.

[Assist On-site Connectivity Test](#)

Frequently asked questions

How does this service work?

Once you connect to the service, you are prompted to download a small, self-installing plug-in, which allows your support representative to view your desktop and share control of your mouse and keyboard. At any time during a support session, you can take control of your computer just by moving your mouse. You will be in charge at all times.

Can my support representative look through files without my knowledge?

Absolutely not. Your representative sees only what you see and whatever you permit him or her to see on your computer screen. Before your support representative views your screen, he or she will first ask your permission and request that you close all documents containing private information.

How is security maintained?

At the beginning of a screen-sharing session, you and your support representative are connected via a communication server. The screen data that is passed between you and your support representative during a session is highly compressed using proprietary technology that can be viewed only with Assist On-site software. This data is also encrypted using 128-bit Advanced Encryption Standard (AES) encryption. After the session has ended, your support representative can no longer see your screen or access your computer unless you make another explicit request for support.

More information can be found in the [Assist On-site Security](#) technote.

Personalized support

Visit [My support](#) for fast access to your favorite features.

Related resources

- Global Technical Support
- Software support
- Systems Technology Group

System Z - ResourceLink

- **What is it?**

- **Resource Link™** is a customized Web-based solution, providing access to information for planning, installing, and maintaining **IBM Systems** and **IBM System z** servers and associated software.

- **What is the URL?**

- <https://www.ibm.com/servers/resourcelink/svc03100.nsf?Opendatabase>

System Z - ResourceLink panel

IBM Resource Link

Resource Link

Sign in

Resource Link™ is a customized Web-based solution, providing access to information for planning, installing, and maintaining **IBM Systems** and **IBM S/390** servers and associated software.

Sign in with your IBM Registration ID and password. If you are not currently registered with our site please [register now](#).

Sign in

Resource Link uses IBM Registration

To sign in Use your IBM Registration ID (IBM ID) and password to sign in.

Forgot your IBM ID or password You may [reset your password](#) on the IBM Registration web site. If you need assistance regarding a forgotten IBM ID and/or forgotten security question, please contact the [Worldwide IBM Registration Helpdesk](#).

New users [Register](#) for an IBM ID and password.

Your IBM Registration

- [Register for an IBM ID](#)
- [Forgot your IBM ID?](#)
- [Forgot your password?](#)
- [Change password](#)
- [IBM Registration help](#)

Learn more

- [About IBM Resource Link](#)
- [Suggested browser levels](#)

Electronic Service Call (ESC+)


■ What is it?

- The application to electronically place and monitor only hardware service requests electronically. Status updates for the service requests are automatically available on ESC+.
- This website will benefit you by reducing the time spent in voice communication with IBM placing service requests, monitoring status, canceling a service request, or providing additional information. ESC+ also provides an easy way to view all active requests and several months of request history.

■ What is the URL?

- <https://www.ibm.com/support/esc/signin.jsp>

Electronic Service Call (ESC+) panel



Country/region [select] | [Terms of use](#)

[Home](#) | [Products](#) | [Services & industry solutions](#) | [Support & downloads](#) | [My account](#)

Electronic Service Call

Support

Electronic Service Call

Sign in

The Electronic Service Call application (ESC+) gives IBM customers the ability to place and monitor only hardware service requests electronically. This website will benefit you by reducing the time spent in voice communication with IBM placing service requests, monitoring status, canceling a service request, or providing additional information.

You must be signed in to use the ESC+ web site. Please enter your IBM ID and password in the sign in area below. If you do not have an IBM ID, please [register now](#).

Sign in

IBM ID

Password

[→ Forgot your IBM ID?](#)
[→ Forgot your password?](#)
[→ Change password](#)

[About IBM](#) | [Privacy](#) | [Contact](#)

System Z - Which one to use?

- Entry point for researching, working, or submitting PMRs against software problems on System Z – **IBMLink/ServiceLink**
- If IBMLink is down you can report problems directly at the SR site.
 - Advantage of going to IBMLink first is all zOS support tools are available in a single location.
- Information on Hardware – **ResourceLink**
- Reporting a hardware problem – **ESC+**
- Downloading service for zOS – **SMP/E internet service retrieval**
- Downloading service for zVM or zVSE – **IBMLink SRD**
- Downloading preventive maintenance – **IBMLink SRD (customized orders)**
 - Requires contract for **SoftwareXcel enterprise edition**
- Ordering a software product – **ShopzSeries**
- Working with support on high impact, high severity problem – **AOS**
- General information on IBM products, other platforms – **Support Portal**

System Z - Important information

- **An IBM ID is needed**
 - **Password is maintained by user**
- **Important in SR to use the right customer number associated with the service agreement**
- **IBM voice support is available 1-800-IBM-Serv**
- **Support for IBMLink via 1-800-543-3912 or feedback**
- **Support for SR via the technical assistance request form in SR help (srhelp@us.ibm.com)**



System Z Support Offerings - Service Deliverables

Offering Element	<u>Alert</u>	<u>Resolve</u>	<u>SoftwareXcel</u> Basic Edition	<u>SoftwareXcel</u> Enterprise Edition
Alerts – PEs/HIPERs/PE Fixes via ASAP (Automatic Software Alert Process)	X			X
Enhanced HOLDDATA	X			X
Service Request Electronic Defect Problem submission		X	X	X
Automatic Status Tracking (AST)		X	X	X
Database Query via SIS (Search Information Service)		X	X	X
Preventive Service Planning (PSP)		X	X	X
Fix Delivery via SRD (Service Request and Delivery)		X	X	X
Problem Listing by Account		X	X	X
Electronic “usage” Q&A with Severity			X	X
Ordering of ESO/RSU (Expanded Service Option or Recommended Service Update)				X
Ordering of customized preventive and corrective fix package on installed fix inventory				X
Health check for currency of customer’s installed products				X
Ordering of toleration/coexistence service				X
HIPER/PE (High Impact or Pervasive APAR/PTF in error) check on inventory				X
Premium Response (1-hr Response for defect calls during prime shift)				X
Monthly Management Reports				X
Remote Screen Viewing (AOS)				X
Voice “usage” Q&A (Question and Answer)				Optional Voice Uplift feature