

Go Connect Bina Beta Phase



Audience: Potential Bina Distributors and Resellers

1. Introduction

Thank you for agreeing to participate in the Go Connect Bina beta phase. The Beta phase is used to measure some key objectives prior to commercial product release. These include:

- Does the product work reliably and to specification in a real-world environment?
- Does the product satisfy the customers' needs?
- Can the product be effectively demonstrated and deployed by the reseller with minimum support from the manufacturer and distributor (assumes training has been provided)?

2. Product viability and Beta outcomes

In order to measure the objectives above, it is vital we get as many resellers and end-customers participating in the beta phase as possible. If there is little or no product uptake in the Beta phase this will lead to an extended beta phase or, in the very worst case, product withdrawal. For this reason, it is important you to actively participate in the beta phase if you believe this product is something you need.

At the end of the beta phase, we will evaluate the outcome of each of the objectives and use the combined result to determine the next step. The following are the likely outcomes of the Beta phase:

1. Move to production immediately
2. Move to production at a later date to allow correction of issues identified during the Beta phase
3. Extend the beta phase due to insufficient feedback or, in the worst case, withdraw the product.

3. Process, contacts, and schedule

The beta program is scheduled to run **from 17th October until 16th December**. During this period, no charge is made for the use of the software. We would ask the distribution partner or the reseller to provide the software to a group of end users (can be internal or external) who will utilize it on a regular basis and be in a position to report and explain any issues encountered. Once received, Mondago will log, replicate, and assign the issue where an attempt will be made to resolve for the next release. Where an issue cannot be reliably replicated and resolved, it will remain in the issue backlog until further information is available. Where an issue can be resolved, a fix will be provided as soon as possible, and the affected user/s will be asked to update the software. Change requests are also welcome and will be logged but unlikely to be addressed within this release cycle. i.e., the primary purpose of the beta phase is to deploy a production release based on the current feature set.

Note; whilst we welcome the reporting of issues, Mondago can only accept these from the distribution partner or the reseller, not from end users. All issues and any other correspondence should be sent to betatesting@mondago.com

Near the end of the Beta phase, Mondago will send across a questionnaire to be completed by the reseller with the customers assistance. This will allow us to measure the success of the beta phase against the objectives.

4. Pricing

During the Beta period, no charge is made for the use of the software, however it is important that the distribution partner/s and the resellers are aware of the planned go to market.

Go Connect Bina will be sold through our distribution partner/s via a SaaS monthly license subscription. Licenses will be managed by our distribution partner/s through our online Licensing portal.

Resellers will purchase the software in bundles of 50 via their distribution partner. The RRP price of the bundle will be £225.00 per month and the reseller will receive a discount as agreed with their distribution partner.

The model will allow the reseller to share a bundle of licenses across their entire end user customer base.

5. Software download & Log in

- The software can be downloaded from the onboarding page at – <https://mondago.com/goconnectbina-onboarding/>
- Once downloaded, open the file and follow the on-screen instructions to install.
- On first run, insert the Client ID into the Client ID window prompt. The Client ID is generated on the Univerge Blue control panel. Further details on how this can be done can be found on **'Quick reference guide to Go Connect Bina. PDF'**, located on the onboarding page above
- Finally, enter the username and password credentials you would use to log into NEC Univerge Blue client

6. Summary of Features

(see "Getting Started Guide" for full description of features)

- Click to Dial
- Caller preview
- Contact popping
- Add contact
- Show contact in edit mode
- Preferred Device (Multi-device support)
- Busylight support
- Call Events
- Activity Tracking

7. Known behavior

The following behavior has been observed, please make any Beta user aware of these known behaviors and ask that they do not report these as part of their Beta feedback.

- 1) Exit and reload after an hour – The User will be prompted to re-enter there Univerge Blue connect credentials
- 2) Hibernate for over an hour - The User will be prompted to re-enter there Univerge Blue connect credentials

8. Next steps

- Navigate to the Go Connect Bina onboarding page where all the details on the Beta trial can be found and how to move forward.

- If training is required, please request this via betatesting@mondago.com. Note that training will only be given to Distribution partners and Resellers, not end users.
- Either the distribution partner or the reseller provides participant names and their unique NEC Univerge Blue usernames via the onboarding form located on <https://mondago.com/goconnectbina-onboarding/> to betatesting@mondago.com. There is no limit to the number of end customer sites who can use the Beta software, however it is in everyone's best interest to make sure we have end user customers that will use the software and be prepared to report back any issues. We will reply as soon as possible when these users have been authorized to use the software
- Whilst we see no limit to the number of end customer sites, we would restrict the number of users at a particular site to 5 users
- Log support and feature requests by emailing betatesting@mondago.com. These will be dealt with as quickly as possible.

9. Restricted features during the Beta Period

During the Beta period not all services, features and documentation will be available/supported. This includes:

- Controlled Integrations
- Standard Select Integrations (including SIMS, TPP SystemOne and EMIS)
- Remote installation services
- AIRP (Application integration request Process)
- Go Connect Bina Website
- Online Help