



The Power of We™

# Avaya IP Office Collaboration Solutions

## Collaboration options tailored to fit your business needs

When it comes to business collaboration systems, one size does NOT fit all. Every company operates differently and has unique communication needs. Avaya IP Office provides you with options, so you can tailor your collaboration system to best fit your business requirements. When installed on the IP 500 V2 appliance, IP Office has 4 editions to choose from that provide communications capabilities from the basic to the more advanced.

### Basic Edition

Avaya IP Office *Basic Edition* is the ideal solution for small enterprises to add more productivity with a professional touch. IP Office *Basic Edition* delivers what small and growing businesses need most in today's competitive environment with the flexibility, sophistication and expandability of our award-winning IP Office

- **Embedded voicemail** – A range of choices that *enable staff to stay connected regardless of where they are*. Retrieve voicemail messages from the keypad on any telephone or through the context-sensitive display on an Avaya display phone
- **Voicemail to email** – *Retrieve voice messages via email* (voice messages show up just like an email) from a single inbox for fast and efficient access to information.
- **Call forwarding** – *Forward calls to your office directly to your mobile or home phone* so calls are never missed, even when out of the office.

- **Messaging, conferencing, and more** – Automatically receive notification and listen to voice messages when out of the office. *Quickly set up ad hoc conference calls* with up to 64 participants to enable cost-effective collaboration.
- **Automated attendant** – *Customized caller greetings* so key clients receive a personal message and are routed directly to the most appropriate person or team.
- **Dial by name** – Callers can easily identify who they want to connect with *by simply typing the name* on their phone keypad.
- **Choose your connection** – IP Office Basic Edition *supports analog lines, PRI/T1; and newer IP-base technologies such as SIP* (Session Initiation Protocol) trunking, which can provide significant cost savings.

### Essential Edition

The IP Office *Essential Edition* is the ideal foundation upon which to build your IP Office solution. Providing the

Do you need full resiliency and the ability to scale to 2,000 users? IP Office Server Edition may be just the solution for you.

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necessary mobility, call handling and routing functionality for IP Office, *Essential Edition* helps ensure small businesses have the communications tools they need to operate effectively and efficiently.

With capabilities such as one number access, caller ID, dial-by-name, automated attendants, conferencing, voicemail, and more, *Essential Edition* adds to the functionality of *Basic Edition* to provide the “must haves” small businesses need to enhance their communications with customers and colleagues and streamline their operations.

- **One number access** - Provide callers with just the office phone number; have calls ring simultaneously on your mobile phone while still maintaining IP Office voicemail support. This helps reduce missed calls, maintaining a consistent experience for callers.
- **Dial by name/extension** - Callers can easily reach the person they want to connect with by simply typing the name or extension on their phone keypad.
- **Automated-attendants** - Program up to 40 automated attendants (maximum 6 simultaneous calls) to handle almost any customer situation. Customize caller greetings so key clients receive a personal message and are routed directly to the most appropriate person or team.

## Preferred Edition

IP Office *Preferred Edition* delivers intelligent communications capabilities that enable staff to collaborate easily and respond quickly to customers and colleagues. With *Preferred Edition*, businesses can use communications to establish a competitive edge - through intelligent call routing, powerful mobility, intuitive web control,

sophisticated messaging, and application integration. IP Office *Preferred Edition* enhances all the capabilities of *Essential Edition* and much more.

- **Web-based access for office collaboration** - Click to make and receive calls; point and click call control; federated presence and IM; control audio conferences; personal, system and corporate directory access, and visual voicemail
- **Rich collaboration for remote workers** - Turn home phones (or any other phone) into office phones with the click of a button from a web browser, while maintaining a consistent caller experience. Stay connected with your colleagues with IM, presence, and directory access just as if you were in the office. All with no end-user software to install or maintain.
- **Mobile access for office collaboration** - Extend office phones to iPhone or Android smartphone. Choose the most effective method using cellular, WiFi, or 3G/4G networks. IM, presence, directory, and conference controls are integrated into the application for complete control. Even better, a simple click in an email is all it takes to download, install, and configure the application on smartphones.
- **Secure “Meet Me” conferencing** - Built-in 128-party conferencing means all users can host their own password-protected conference bridge (up to 64-parties per conference) to enhance collaboration. Host a multitude of calls simultaneously.
- **Integrate with the applications your business already has** - If your company uses Microsoft Lync or Outlook, or uses Salesforce.com, then Avaya IP Office can embed communications within them while maintaining the application’s interface and experience.

- **Call Recording** - Recording of incoming or outgoing calls is built-in. Set the frequency of recorded calls (all calls, a percentage of calls), or push a button to record calls on-demand. Send recordings directly to voice/email mailboxes for forwarding via email.

## Advanced Edition

IP Office *Advanced Edition* enables growing businesses to take advantage of the industry-leading contact center expertise of Avaya. For businesses that want to differentiate themselves through exceptional customer service, *Advanced Edition is the answer*. It provides customer service reps and their supervisors with the tools to effectively handle call volumes and gather and report valuable customer intelligence to help increase sales and agent productivity.

Building on the IP Office *Preferred Edition* (required pre-requisite), *Advanced Edition* helps businesses take customer service to a higher level.

- **Assess agent productivity** - Customer service supervisors can gather current and historical data and generate reports to gauge the productivity and performance of agents. The intuitive browser-based interface offers drag-and-drop simplicity, making it easy to configure, generate and deliver customized reports that can be acted upon quickly.
- **View agent status** - Customer service reps and supervisors can get real-time information on call queues, hold times, agent status and more, to help ensure customers are always being served quickly, efficiently and professionally.

- **Call quality assurance** – Customer service supervisors can listen in and monitor an agent’s performance on inbound or outbound calls. Supervisors can provide coaching directly to the agent during a live call without the customer hearing to ensure quality standards are being met and customer satisfaction is constantly being increased.
- **Manage campaign performance** – Growing businesses can get real-time insights into how marketing campaigns are performing so resources can be adjusted if necessary to maximize on the investment. Capture real-time as well as historical information such as telephone number and area where responders are calling from (among other data) that can help streamline costs and boost campaign-generated revenue.
- **Advanced call recording archival and retrieval** – Call recording can positively impact customer service and revenue. It can also enable more meaningful training sessions. Calls can be easily and securely retrieved from any PC by searching on any number of fields such as date, time and extension number. They can also be archived to a storage device such as DVD.
- **Automate popular inquiries** – Free up valuable time for customer service reps by providing customers with easy-to-use caller menus for fast and efficient responses to commonly-asked questions. Callers can respond with touch-tone or voice response (or both). Create customized surveys. Retrieve information the same way voicemail messages are replayed.
- **Create self-service menus** – Improve responsiveness to customers and continue generating revenue even outside of normal business hours. Customized, automated self-help menus allow customers to place or change orders, check status of shipments, and more.

Comparison Matrix				
Capabilities	Basic Edition	Essential Edition	Preferred Edition	Advanced Edition
<b>Telephony</b>				
• Key System Functionality	Yes	No	No	No
• IP PBX Functionality	No	Yes	Yes	Yes
• System Networking	No	Yes	Yes	Yes
<b>Conferencing</b>				
• Ad hoc	Yes	Yes	Yes	Yes
• Secure “Meet Me”	No	No	Yes	Yes
<b>Mobility</b>				
• Call Twinning to Mobile	No	Yes	Yes	Yes
• VoIP using Wi-Fi/3G/4G	No	No	Yes	Yes
• IM, Presence, Directory	No	No	Yes	Yes
• Conference Controls	No	No	Yes	Yes
<b>Call Recording</b>	No	No	Yes	Yes
• Storage in Voicemail	No	No	Yes	Yes
• Advanced Archiving/Retrieval	No	No	Yes <sup>1</sup>	Yes <sup>1</sup>
<b>Flare Experience for Windows or iPad</b>				
• Basic Call Control	No	Yes	Yes	Yes
• IM, Presence, Directory	No	No	Yes	Yes
• Conference Controls	No	No	Yes	Yes
• Integrated Videoconferencing <sup>2</sup>	No	No	Yes	Yes
<b>Web Portal</b>				
• Make/Receive Calls	No	No	Yes	Yes
• IM/Presence/Directory	No	No	Yes	Yes
• Conference Controls	No	No	Yes	Yes
<b>Voicemail</b>				
• Basic Embedded	Yes	Yes	Yes	Yes
• Voicemail Pro	No	No	Yes	Yes
<b>Call Center</b>				
• Auto-Attendant	Yes	Yes	Yes	Yes
• IVR	No	No	Yes	Yes
• Hunt Groups/ACD	Yes	Yes	Yes	Yes
• Reporting and Analytics	No	No	No	Yes
• Agent/Supervisor Roles	No	No	No	Yes

<sup>1</sup> Note: Advanced Archival/Retrieval is available as a purchasable option for Preferred Edition, but is included as part of Advanced Edition.

<sup>2</sup> Note: Supports point-to-point video, as well as participation in multipoint calls via the Avaya Video Collaboration Solution for IP Office.

## Capacities and Supported Devices

	Basic Edition	Essential Edition	Preferred Edition	Advanced Edition
<b>Capacities (Single Site)</b>				
• Endpoints	100	384	384	384
• Trunks	64	240	240	240
• Auto-Attendant	9	40	Unlimited	Unlimited
<b>Trunking</b>				
• SIP Channels	20	128	128	128
• H.323 (Multi-site Networking)	N/A	128	128	128
• T1/E1 (Circuits)	1	8	8	8
• BRI Channels	12	32	32	32
• Analog	32	204	204	204
<b>Phones</b>				
• H.323	No	Yes	Yes	Yes
• SIP	No	Yes	Yes	Yes
• Avaya Digital	Yes	Yes	Yes	Yes
• BCM/Norstar Digital	Yes	Yes	Yes	Yes
• ETR/PARTNER	Yes	No	No	No
• Analog	Yes	Yes	Yes	Yes
<b>Multisite Networking</b>				
• Networked Locations	N/A	32	32	32
• Total Networked Users	N/A	1,000	1,000	1,000
<b>Audio Conferencing</b>				
• Ports per chassis	64	128	128	128
• Ad Hoc	Yes	Yes	Yes	Yes
• Secure Meet Me	No	No	Yes	Yes

## Learn More

For more information on Avaya IP Office Collaboration Solutions, please contact your Avaya Account Manager or Avaya Authorized Partner. You can also visit us on [avaya.com](http://avaya.com)

## About Avaya

Avaya is a global provider of business collaboration and communications solutions, providing unified communications, contact centers, networking and related services to companies of all sizes around the world. For more information please visit [www.avaya.com](http://www.avaya.com).

