

AVAYA



Avaya IP Office Family Overview

“The all-in-one solution for your business needs”



Converged Voice and
Data Networks
Customer Relationship
Management
Unified Communication
Supported by:
Avaya Labs and Services

Communication without boundaries

Avaya Solutions for Today's Customer Economy

How will you succeed in today's Customer Economy?

By putting your customers at the centre of your business.

How can technology help you?

By providing communications that meet your most critical needs in serving those customers. Communications which are cost effective with streamlined infrastructure, less costly network usage, and better adaptability to change. Technology that is simple, with plug-and-play features you count on rather than worry about.

Technology that provides a total, integrated communications solution that improves the way you do business with your customers, and improves your customer's opinion of you.

The Avaya IP Office Family—Avaya's new small and medium size business solution is the answer. It's the communications tool that optimises your advantage—and your success.



Where are you now?

Today's small and medium size businesses come in many shapes and sizes. Avaya IP Office, part of the Avaya Enterprise Class IP Solutions family, is designed to work for what your business is, and what you want it to be—providing the large business capabilities every business wants.

Your staff may range from 5 to 100 people. You may operate out of a single office location or as part of a "network" of offices. You may have a small group of employees dedicated to sales or support functions, for which communications and customer interaction plays a critical role. You may have managers who rely upon communications, with voice and electronic mail playing vital roles in keeping people in touch. Your systems are likely administered by a single manager, who is accountable for your company's performance in terms of communications cost control, customer satisfaction, and performance.

Finding the right communications solution may sound difficult, but with the new Avaya IP Office, it's made easy.

How far do you want to go?

Avaya IP Office works with you. It works as a standard PBX, as a key system, or as an IP telephony system with IP telephones—and can even work as a hybrid in a combination of any of these systems. What does this mean for you?

- If you're reluctant about embracing new technologies, it means Avaya IP Office can simply replace your current system, and migrate to IP when you're ready.
- If you're an early technology adopter, it means you can opt for the complete IP solution immediately.

And, if you're somewhere between cautious and aggressive, Avaya IP Office can meet your specific system desires.

Avaya IP Office is also a member of the Avaya Enterprise Class IP Solutions (ECLIPS) family. With solutions for businesses of every size, ECLIPS gives you a natural migration path as your needs grow and change, and extends the value of your Avaya IP Office investment far into the future.

Which brings up another question: how well will your current system support you in the future?



Are you wasting money?

If you have a traditional communications system that's not meeting your business needs, or a collection of disparate systems put together in an attempt to meet those needs, you need Avaya IP Office. It's an all-in-one solution, from a single provider, that can make a difference for your business by:

- Eliminating the need for separate lines for voice and data, and
- Delivering everything you need for data communications, voice mail, integration with your contact management applications, and voice calls.

You enjoy total simplicity: one solution to install, one maintenance contract covering the entire system, and one supplier to support you.

Are you losing customers?

Another adverse effect of a communications system that isn't optimised for your needs is the business you lose—over and above your system costs.

Avaya IP Office can help. Whether you're running a dedicated call centre or simply have customer-facing departments such as sales, service, and accounting, Avaya IP Office applications help you identify sources of lost revenue and customers.

With real-time and historic reporting of call centre activities, you can see where to improve the efficiency of your customer support operation—and the satisfaction of your customers—quickly. With the self-service option, you can also provide frequently requested information to your customers via an automated system, thereby off-loading your customer service associates from handling repetitious calls. The Interaction Manager allows customers to reach you in the media of their choice.

Are you missing opportunities to support your customers?

If you're working with an incomplete communications system, or a collection of various systems, you may be missing important connections.

Employees may be away from their desks when important calls come in, or a business emergency may happen when key personnel are on the road. Avaya IP Office support for messaging and wireless communication gives your employees the information they need to better serve their customers, and your company. Avaya IP Office Voicemail Pro provides basic information to customers 24/7, in an automated system.

Why Avaya?

A global leader in business communication solutions and services, Avaya helps enterprises make their networks customer-driven. Avaya solutions help more than 75% of the Fortune 500 companies succeed in the Customer Economy where the customer is at the centre of their enterprise network. Award winning Avaya solutions include:

- Converged Voice and Data Networks
- Customer Relationship Management
- Unified Communication.

All supported by Avaya Labs and Services.

Through our global network of Avaya BusinessPartners, we're committed to providing total communications solutions that allow small and medium size businesses to excel—quickly and cost-effectively.

With 130 years of experience, Avaya delivers performance and value for more than 900,000 customers around the world.

You know your customers. Does your communications system?

What would it mean to your business to have a solution that puts all of your hard-earned expertise to work with every customer—in every transaction? That's the benefit of the intelligent routing capabilities plus open CTI interfaces that come standard with Avaya IP Office.

- Avaya IP Office can determine where a call should go from the number the caller has dialed, the number of the person making the call, or the type of call—voice or data.
- All of the above criteria can be used individually, or in combination, to determine the call's destination—which may be an individual, a group of employees, voice mail coverage, or a data service.
- Individual calls from an account can be directed to their account manager or regional support team.
- Unwanted sales calls with withheld numbers can be routed directly to voice mail.
- The Avaya IP Office Softphone gives you total control, with full visibility of your calls and their status. There is even a log of your lost calls—so you can easily return them with just one click.
- With Integrated messaging, you can manage your messages, both voice and e-mail, in a single mailbox.

If you have special or priority situations, Avaya IP Office supports ad hoc do-not-disturb exceptions. Callers on this exceptions list can override the system if it diverts them to voice mail, and break through to the person they wish to reach.



Would you like your next customer to find you, rather than you finding them?

Avaya IP Office Interaction Manager creates the ideal environment for you to communicate with customers—and for potential customers to get a good impression of your business. Support for multimedia interaction, including Web chat and e-mail, gives people the opportunity to communicate with you in their chosen manner—and to feel as though they're receiving the sort of comprehensive service they want.



Value for Every Business

Avaya IP Office is the newest member of the Avaya Enterprise Class IP Solutions (ECLIPS) family, designed for reliability, voice quality, full feature functionality, and rich applications. The ECLIPS family offers IP solutions for businesses of every size.

Designed to deliver the benefits small and large businesses want, ECLIPS solutions give you a pathway for migration to higher levels of revenue through converged communications—a pathway on which your investment in Avaya IP Office technology and training can result in even greater future benefits for you.

How far reaching could your business be?

Avaya IP Office gives your business the power to grow.

- Remote working with Avaya IP Office gives you control of access to your network—who comes in, when they come in, and what they can do. A combination of an integral firewall, time profiles, and password authentication allows remote access to anything people would normally see while sitting in the office.
- Avaya IP Softphones and desktop telephones allow every office-based extension function to be transferred to wherever your people are—a true virtual office environment.
- Open CTI interfaces allow the system to be customised to meet your unique business needs.

In the office, at home, on the road, or across international borders, there is no difference in what your people can do. When you have Avaya IP Office, there's no need to install a separate switch or build a separate office.

One solution for telephony, data, and applications

Whether you're looking to add the reliability of telephony to your data network, or the innovation of data networks to telephony, Avaya IP Office gives you the benefits of both worlds:

- Advanced voice communication features, including messaging and contact centre applications;
- Advanced data networking features, including firewall-protected connectivity at speeds up to 2 Mbps and remote office support;
- Advanced applications that provide big-business customer service benefits if and when you require them; and
- One server platform.

With modular functionality and a single IP network for all your voice and data needs, you spend less. With advanced features, network efficiency, and redundant security, you can focus on serving your customers better.

Avaya IP Office is the all-in-one solution for small and medium size businesses.

Avaya IP Office Feature Highlights:

Delivering Customer Care Efficiently

- Automatic call distribution and routing, including least idle agent
- Queue escape to voice messaging coverage
- Calling party name and number display
- Historical and real-time reporting on call centre activity
- Standard or customised reports
- Wallboard capability via PC
- Queue Manager
- Campaign Manager
- Call recording
- Multimedia Customer Interaction
- Upto 128 party conference with meet me dial in conference.

Preparing for Converged Communications

- Full PBX and Key System features
- E1/PRI and BRI trunk options
- Shared, secure high speed Internet access (up to 2Mbps)
- Standards-based IP telephony
- H.323 Gatekeeper and Gateway
- Q.Sig Networking
- Intelligent call routing for both voice and data calls
- Internet or branch-to-branch routing, including NAT and DHCP for IP address sharing
- LDAP client support
- Traditional telephones and/or IP Softphones
- IP Office Manager administration tool.

Improving Productivity

- Multimedia messaging
- Auto attendant
- Integrated voice and e-mail messaging
- Softphones with CTI screen pop of valuable information
- Full feature telephones, both wired and wireless
- PC-based Attendant Console
- Voice over IP
- Frame Relay
- Remote access and telecommuting.

Software Highlights

Avaya IP Office supports a comprehensive range of standard Voice and Data features, including:

- Intelligent Call Routing for voice and data
- IP routing over ISDN and Leased Line, including: Remote Access Server, IP multicast, Network Address Translation, Data Compression, DHCP Server, Firewall Security
- Automatic Route Selection
- Hunt Groups with overflow and fall back
- Password authentication (PAP/CHAP)
- Voice Over IP
- H.323 GateKeeper and Gateway
- Time of Day analysis
- Voice Networking
- Q.Sig Networking
- LDAP for synchronising to external directories.
- Phone Manager – Desktop Computer Telephony application
- External Voice Mail with E-mail integration
- Microsoft TAPI Support
- Frame Relay.

Expansion Modules

IP Office Phone 8/16/30: Available in three models, supporting 8/16 or 30 analogue telephones

IP Office Digital Terminal: Available in two models, supporting 16 or 30 Avaya 6400 or 20 series digital telephones

IP Office WAN 3: Provides support of 3 additional X.21/V.35 leased lines (this module does not use an expansion port on the base unit)

IP Office So8: Provides 8 ISDN extension ports

Avaya IP Office Applications

Standard with System

Manager Application: A system administration tool for configuring local/remote IP Office systems.

Call Status: An administration tool for viewing active voice and data calls on the system.

Call Monitor: A diagnostic tool providing real time, detailed traces of voice and data calls.

Phone Manager Lite: An out-of-the-box application for all users that allows computer control of telephone functions and integration into contact management applications.

Voice Mail Lite: Provides voice mail facilities for all users including integration into e-mail.

TAPI interface: Allows integration with desktop applications support; Microsoft™ TAPI.

Optional

iPhoneManager Pro: A fully functional IP Softphone.

eConsole: A PC-based operator console.

eBLF: A PC application providing a real-time view of other users on the system.

Voice Mail Pro: An advanced voice mail application providing multi-level auto attendant, enhanced queuing, and more.

CRM: A suite of Call Centre applications providing real-time/historic reporting, recording services and multimedia contact management for e-mail and Web chat.

Avaya IP Office Component Listing:

IP403 Office Platform

(Up to 100 extensions and 1 E1/PRI)

Standard with Platform

2 analog extension ports
8 digital extension ports
Quad BRI, E1/PRI (one per system)
8 ports 10/100M auto-sensing HUB
X.21/V.35 WAN port (PPP or Frame Relay)
1 USB port for TPAD terminals
1 V24 port for TPAD terminals
2 Relay Ports for Door entry Systems
Internal Music on Hold
3 expansion ports for Expansion Modules
Audio Port for external music source

Optional

Integral voice mail
5/10 channel voice compression module (required for VoIP and integral voice mail)
2 port V.90 Modem Module

IP406 Office Platform

(up to 180 extensions and 2 E1/PRI)

Standard with Platform

2 expansion slots for:

- Quad Basic Rate Card
- E1/BRI/PRI

8 port 10/100M auto-sensing HUB
X.21/V.35 WAN port (PPP or Frame Relay)
1 V24 port for TPAD terminals
2 Relay Ports for Door entry Systems
6 expansion ports for Expansion Modules
Audio Port for external music source

Optional

5/10/20 channel voice compression module (required for VoIP)
2 port V.90 Modem Module

IP412 Office Platform

(up to 180 extensions and 4 E1/PRI)

Standard with Platform

2 expansion slots for:

- Quad Basic Rate Card
- E1/BRI/PRI
- Dual E1/PRI.

2 port 10/100M auto-sensing Ethernet Switch
X.21/V.35 WAN port (PPP or Frame Relay)
1 V24 port for TPAD terminals
2 Relay Ports for Door entry Systems
12 expansion ports for Expansion Modules
Audio Port for external music source

Optional

The support of two 5/10/20 channel voice compression module (required for VoIP)
2 port V.90 Modem Module

Contact your Avaya representative or authorised BusinessPartner for more information today!

Or visit us at www.avaya.com.

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