

exchange  comms

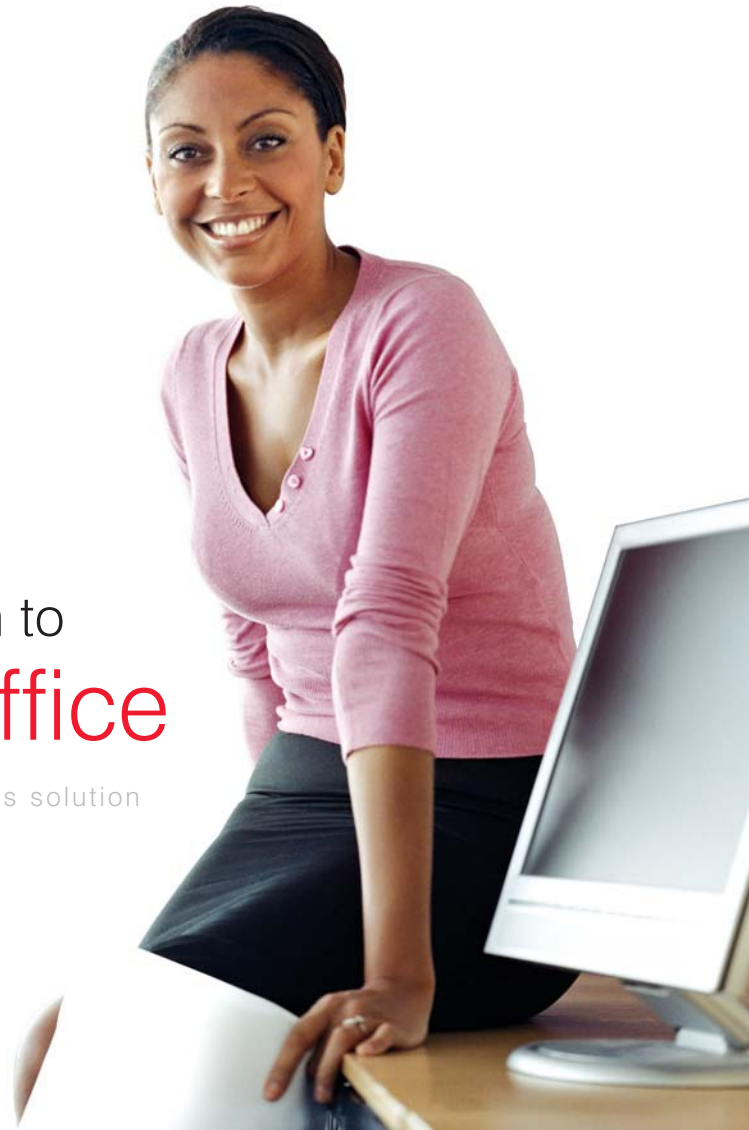


An introduction to
Avaya IP Office

Your complete communications solution

AVAYA

BUSINESSPARTNER



IP Office - advanced communication for any company



9 reasons to choose Avaya IP Office

1 The right model for your

business - With several models to choose from, there's an IP Office to meet your needs.

2 Ready to grow - From 2 to 360 extensions; up to 192 lines; easily expanded.

3 Secure, converged

communications - Use IP Office as a secure router with a built-in firewall/VPN. Route voice calls over a managed Internet service (VoIP) and pocket the savings.

4 Call handling and messaging

- Get 24 hour support for customers without a 24 hour staff. IP Office has a range of messaging and customer interaction capabilities. Unified messaging combines Voice, Fax and Email into a a single mailbox to improve response times. Interactive Voice Response (IVR) uses Text-to-Speech to automatically read back database queries from callers to provide out-of-hours customer service.

5 Simple administration -

Windows-based, menu-driven tools cut the time and expense of administration.

6 Communication with

customers - Set up a formal or informal customer service centre with voice, e-mail and Web chat. Integrate your customer database into your call handling processes. Manage the quality of your customer interactions.

7 Work anywhere - Give your employees all the communications capabilities they have at the office whether they are working from home, a hotel or a remote office.

8 A complete conferencing

solution - Don't pay any more fees to outside conferencing service providers. Get Web and audio-based conferencing that is easy to set up and use.

9 Great value for money - wide

choice of analog, digital or IP phones to suit your business.

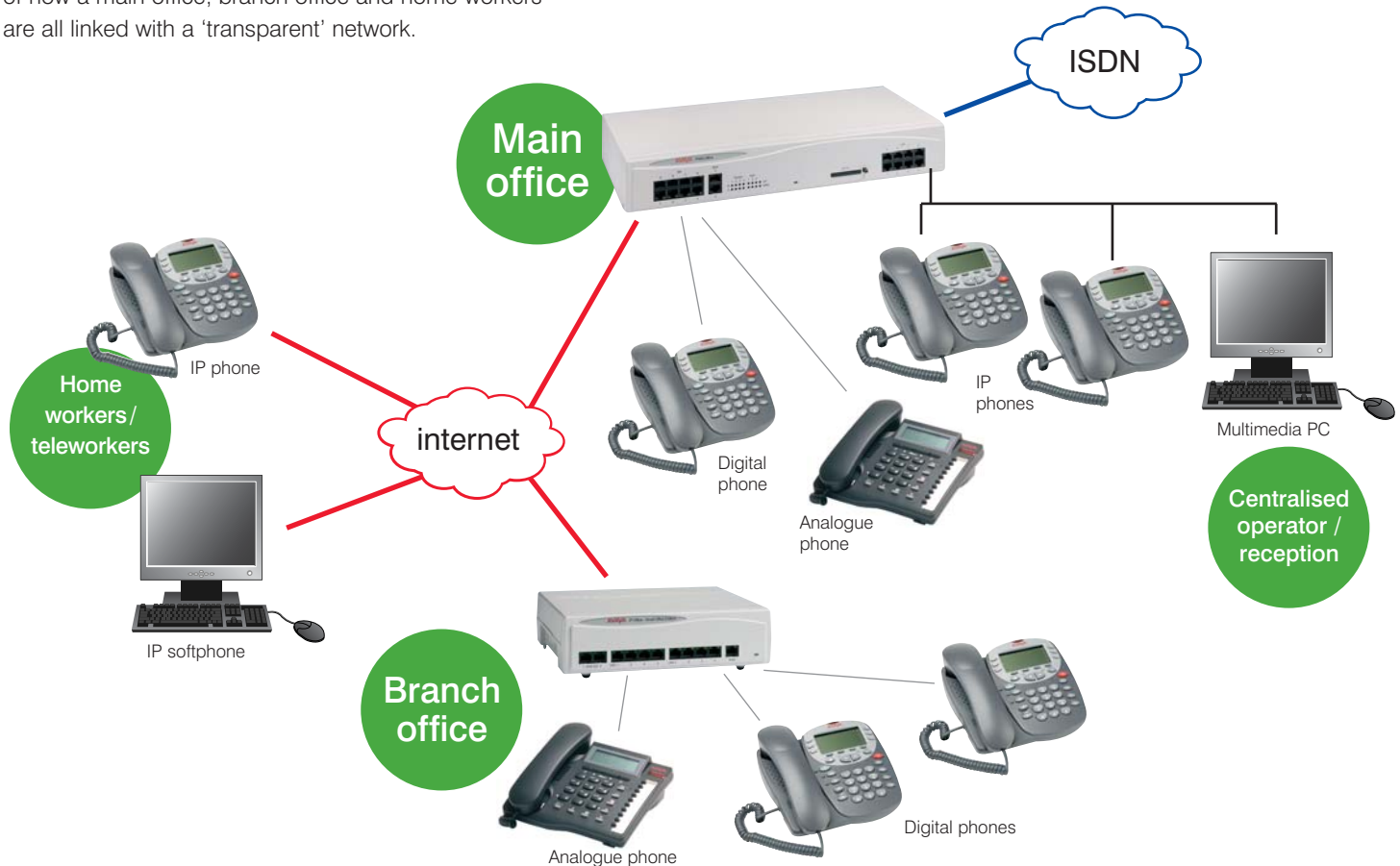


Connecting your workforce

Voice Over IP

IP Office is the ideal product to provide a simple intelligent solution that can minimise site-to-site call costs, using VoIP and IP data infrastructures.

Using 'Voice Networking' facilities, all users on all sites are visible to each other, saving time on call handling and call costs. The diagram below is a working example of how a main office, branch office and home workers are all linked with a 'transparent' network.



The system at your fingertips

Avaya IP Office feature phones

Take your pick from the range of analogue, digital and IP handsets. They're user friendly, cost effective and can save you time. The 5410 (pictured) is a mid range digital model, providing feature rich functionality.

Speakerphone -
Speak with your hands free for working efficiency and comfort

Softkeys -
Access up to 48 personal speed dials & up to 48 call log history including names & numbers with missed calls first

Headset -
Indicates when in use (compatible with almost all headsets)

keep your hands free



Message lamp - Indicates when you have voicemail messages and can also be set to flash when the phone is ringing

Call Display - 5 line LCD screen for incoming call information plus 6 keys providing 12 programmable functions including Line Appearance, Busy Lamp Field, Call Park, etc

Messages - Access your mailbox for voicemail

Call Handling Buttons - Hold, Transfer, Conference, Drop, Redial

Other IP Office handsets

Standard analogue telephones

- a lower cost alternative to system specific terminals, these still deliver great functionality.



Digital telephones

- feature rich, cost effective, and give a consistent look and feel with the Avaya range & packed with convenient features.



IP hard phones

- provide the flexibility and future-proof technology of an IP telephony system.



Volume Controls - Adjust the speaker, handset, headset, or ringer volume

Take control of your calls

Phone Manager Lite

All IP Office users get the benefits and functionality of Phone Manager Lite. With features only previously available with expensive digital handsets, you get to 'see' everyone's call status allowing you to take control of your phone calls through your PC. Also available is the advanced Phone Manager Pro which includes enhanced call handling features such as Queue monitoring, IP Softphone, Personal Directory, Voicemail Control and Screen Pop.



Name	Number
Alan Elston	201
Clare Davis	207
Clare Davis - mobile	07670654321
Dave Green	205
Dave Green - mobile	07670123456
FWDMain	198
Graham Brown	206

☑ Show HuntGroups
☑ Show Directory
☑ Show Users

Directory - dial by name from literally 1000s of system speed dials

Message waiting - voicemail notification for all available mailboxes

Follow Me To Number: 07770123456

Forward Unconditional: _____

Forward On Busy: 300

Forward On No Answer: _____

Forward Hunt Group Calls: _____

Set your personal preferences at a press of a button eg, Forwarding, Do Not Disturb, etc

Call control for easy transfers, conferencing, etc

Caller Display for incoming calls - tells you who's calling & who's waiting

Number	From	To	Tag	Date & Time
220	TomW	AlanE		09/05/2005 11:09:26
203	Operator	AlanE		09/05/2005 11:09:23
1957	1957(JohnS)	AlanE		09/05/2005 11:09:14
203	Operator	AlanE		09/05/2005 11:08:01
208	AlanE	DaveG		09/05/2005 11:07:51
202	AlanE	PhIA		09/05/2005 11:07:42
204	AlanE	JohnS		09/05/2005 11:07:27
220	TomW	AlanE		09/05/2005 11:07:27
204	JohnS	AlanE		09/05/2005 11:07:19
203	AlanE	Operator		09/05/2005 11:07:11
203	AlanE	Operator		09/05/2005 11:07:01

Call history - the last 100 incoming, outgoing & missed calls - simple double click to return the call

Holding / parking - includes tag messages

free
for all
users

Up to 15 personal speed dials (or unlimited with Phone Manager Pro) including busy lamp field icons

Stop missing calls - and business!



Voicemail Lite

A free PC application that provides the equivalent to a telephone answering machine on every employee's desk. Messages can be retrieved locally or remotely via any telephone or can be forwarded as email attachments to play back via a PC.

- Call answering and messaging for all users
- 'Divert to reception' feature
- Large storage - limited only by PC disk size
- Group queuing announcements
- Remote voicemail collection
- Email notification

Voicemail Pro - features as Voicemail Lite plus:

- Up to 30 ports of voicemail
- Conversation recording
- Enhanced queue announcement capabilities (queue position & estimated wait times)
- Extensive customisation of call flows for Auto Attendants
- 23 languages & an extended range of personal greetings
- Remote messaging options, e.g. personal numbering
- 24 hour call answering, information gathering & order processing tool - can be retrieved later through phone or a web page

Other optional features:

Embedded Voicemail -

Similar features to Voicemail Lite but comes as a plug-in memory card option.

Integrated Messaging Pro

- Allows easier management of email & voicemail messages through one inbox.

Text-to-speech - Allows remote email collection through voicemail.

Networked Messaging -

Integrates multiple Avaya voicemail systems across remote sites.

Interactive Voice Response

- Interact with business information systems (eg. account enquiries, automated ordering, etc) via keypad input. Combined with Text To Speech, responses can be played back.

Freedom from your desk

freedom to
walk and talk



Digital cordless handsets

Avaya IP DECT provides businesses with a highly functional wireless solution. This system is fully scalable to support up to 120 handsets, and up to 32 base stations. It also supports multiple offices connected via VoIP over a WAN. In this way any IP DECT telephone can be used in each office.

3701 IP DECT

- 50 entry phone book, independent of the system phone book
- 20 hours talktime, 200 hours standby
- 3-line graphic LCD display
- Speaker & handset volume control
- Manual & automatic key lock
- Listen-only handsfree speaker

3711 IP DECT

As the 3701, plus:

- 100 entry phone book
- 5-line LCD graphic display
- Handsfree speakerphone
- Headset connection (2.5 mm jack)
- Vibrate alert

Optional accessories include:

- Desktop charger
- Headset adaptor cord
- Heavy-duty belt clip



Enhance your call handling capability

SoftConsole - *power tool for operators*

The PC based operator console combines flexibility and simplicity with traditional operator facilities. Rapid search through directories and busy lamp fields enables incredibly quick and efficient call handling. The large capacity and clear indication for queuing and holding calls means customers are never kept waiting for long. Softconsole puts more power and control at your fingertips.



'One touch' call handling tools

System directory & quick search

Incoming caller indications show number, type & duration of waiting calls - helps you stop losing callers

Departmental Busy Lamp Fields means quick find and transfer - simply drag and drop

Clear user status showing Busy, Diverted, Logged Off & Messages Waiting

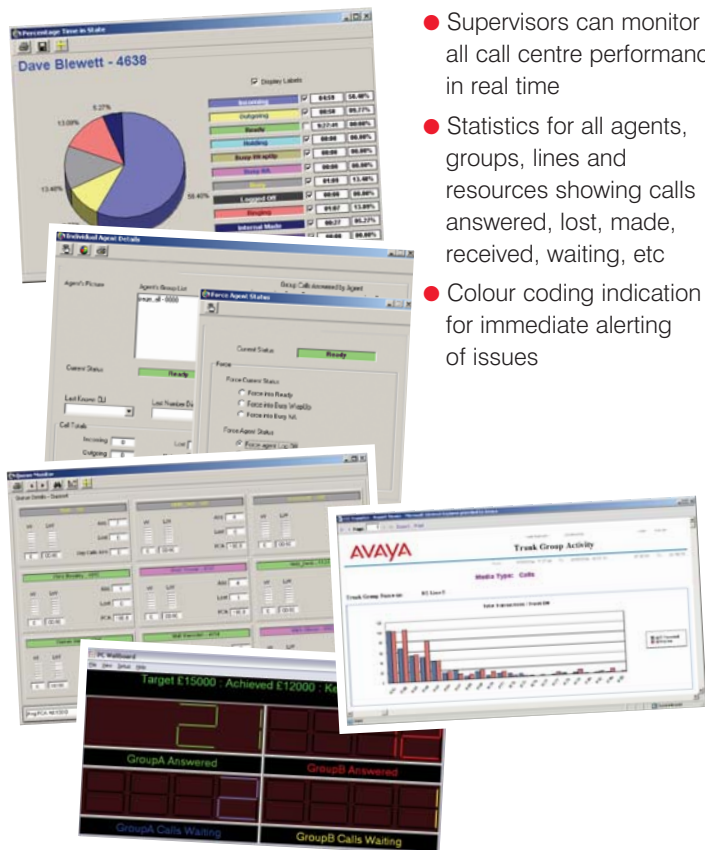
Held calls bay - list all holding callers and prioritise most important first

Increased capability with up to 16 dedicated Call Park positions

Improve your customer service

Compact Contact Centre

For professional call centre applications, Compact Contact Centre provides real time supervision of up to 75 agents with both physical and PC software wallboards for immediate feedback to call centres. Detailed reporting is also included with reports scheduled for regular delivery if required. Compact Contact Centre can be expanded for multimedia interaction.



- Supervisors can monitor all call centre performance in real time
- Statistics for all agents, groups, lines and resources showing calls answered, lost, made, received, waiting, etc
- Colour coding indication for immediate alerting of issues

Microsoft-CRM integration

Integration with MicroSoft-CRM enables you to track, process and store information to support consistent customer service. It includes time saving features such as automated search for customer records and can collect current updates during transactions.

Contactstore V3.0

A database facility which stores and catalogues recorded conversations and provides easy access and retrieval.

Compact Business Centre

An entry level reporting tool that offers both real time and historical information on

service and performance levels. Email notification can be triggered to alert supervisors of lost calls, available agents, available voicemail ports, available lines, etc.

Conferencing centre

A web-server based application allowing simultaneous web browser and audio conference calls to be scheduled in advance or arranged on the spot.

- No special conferencing equipment is required
- Participants can join existing conferences
- Easy to use - just dial in
- Online voting feature



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