

Avaya Enterprise Solutions Guide

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Team Engagement



Customer Engagement



Avaya Breeze



Services



Team Engagement

It starts with the right communications foundation. The market has evolved to a mobile, always-on, BYOD driven environment. Has your communications platform evolved with it? What you need is a flexible communications and collaboration platform with high scale, high reliability, and great interoperability that supports heterogeneous networks and applications.

Our worker and team productivity solutions are designed to support a distributed and mobile workforce, address BYOD, drive real-time collaboration and alignment, and help in building stronger relationships and rapport. They drive engagement for all worker types in numerous environments – desk workers, meeting rooms, branch associates, enterprise roamers, road warriors and teleworkers. Engaged team members not only work towards shared goals but also drive to produce excess value. Take your business beyond communications and collaboration with Team Engagement from Avaya:

- › Improve your financial performance
- › Increase your productivity
- › Enhance your innovation
- › And ultimately improve your business performance.



Avaya Aura® Platform

Platform Components

Deliver advanced Team and Customer Engagement capabilities throughout your enterprise, whether workers are in the office or on the go. The Avaya Aura Platform is highly reliable, extremely cost effective and scalable across organizations of all sizes. Choose from more than 700 features and an ever expanding, customizable applications portfolio for voice, video, data and web communications. Solution components include:

Communication Manager: Delivers rich voice, video, mobility, messaging and engagement capabilities, creating a resilient, distributed network that supports SIP/IP-based, digital and analog communication devices and protocols.

Session Manager: The core of Avaya's SIP-based architecture that makes it possible to unify media, networks, devices, applications and real-time, actionable presence across a common infrastructure.

Presence Services: Collects and disseminates rich presence from Avaya and third party sources enabling users throughout the network to view other users' availability and reach them as required across a wide array of communications devices and clients.

System Manager: The management and administration tool for the Avaya Aura Platform that helps enterprises implement and maintain optimal results for their Avaya communications and collaboration solutions.

Application Enablement Services: APIs that leverage the powerful call processing, media and administrative features of Communication Manager for customization.

Avaya Session Border Controller for Enterprise: A secure interface for SIP trunking and VPN-less remote worker connectivity. Easy to provision, scalable to 14,000 sessions and available as a software-only virtual application.

Facts / Specifications

- Supports SIP, H.323, digital and analog devices, and protocols
- Scalable to 250,000 users and 350,000 SIP devices
- Avaya Aura Suite Licensing provides complete Team Engagement capabilities in easy-to-position bundles
- Deployment options include an appliance model on Avaya Common Servers, VMware based virtualized environment on customer provided servers, and the turn-key Collaboration Pod
- Multilayer security and resiliency including AES 256-bit encryption, TLS, active/active high availability and full-function redundancy
- Centrally managed, with Solution Deployment Manager to streamline upgrades and reduce operational costs





Avaya Aura® Platform

Avaya Aura® Messaging

Avaya Aura Messaging provides an intuitive, easy-to-use interface for managing email, voicemail and fax messages on your device of choice.

Unified Messaging: See all your messages at once, including who sent them. Listen to or read messages using email, web browsers, deskphones or mobile devices.

Speech Auto Attendant: Make it easy for callers to route themselves to the right person or service.

Voice Recognition: Address voicemail messages by speaking a name.

Reach Me: Forward calls to as many as three numbers via user-controlled settings.

Notify Me: Receive text messages, email or call notifications when new messages arrive.

Avaya one-X® Speech: Manage messages, email and calendars with verbal commands.

Speech to Text: Convert voicemail to text for delivery to your email inbox, smartphone or other device via IMAP.

Clientless Outlook Toolbar: Easily access voice messages from Microsoft Outlook.

Facts / Specifications

- Scalable, single or multi-server architecture
- Virtual capable
- Capacity up to 300 ports
- Capacity up to 30,000 users
- High availability/disaster recovery options
- Supports simultaneous Avaya and Microsoft Exchange message store use
- Telephony integration via SIP or TDM (via gateways)
- Per-user choice of Telephone User Interface (TUI)
- Multiple browser support for portal-based self administration
- Apple iOS and Android compatible
- Multiple language support
- Per user deployment of standard/enhanced features



Avaya Aura® Platform

Avaya Aura® Suite Licensing

Avaya's simple, suite-based software licensing makes it easy to match the varying communication needs of your team with Avaya software that reflects how and where people work. You can select a Core Suite of productivity tools or a full Power Suite with all the Core Suite elements along with enhanced Messaging applications and Avaya Aura Conferencing. Both types of licenses can be mixed within the enterprise to assure the right level of collaboration. With Avaya Aura Suite Licensing, you can empower the right people with the right tools, while achieving a low total cost of ownership.

Core Suite: Productivity	Power Suite: Engagement
Complete set of secure desktop/mobility applications	Complete platform for unified communication and collaboration
Enterprise-level communication from anywhere on any device	Real-time document collaboration and content sharing
Single-number reach and text messaging	Expanded, persistent IM with real-time multimedia collaboration
Simplified secure user connections outside the enterprise	Robust recording and playback; unifies audio with web, chat and notes
	Extensible HD audio, video or web conferencing

Licenses Included	Core Suite	Power Suite
Avaya Aura® Communication Manager (CM), System Manager, Session Manager, IM/Presence, Survivability, CM Messaging	Yes	Yes
Avaya Communicator and one-X® Communicator for Desktop and Mobile clients, EC500	Yes	Yes
Desktop Peer-to-Peer Video	Yes	Yes
Microsoft Lync Desktop Integration with Avaya Client Applications	Yes	Yes
Avaya Session Border Controller for Enterprise (SBCE) Remote Access (HA)	7:1	7:1
Avaya SBCE SIP Session (HA)	7:1	7:1
Avaya Engagement Development Platform	Yes	Yes
Avaya Aura Messaging (UM)	Basic	Mainstream
Avaya Multimedia Messaging (IM)	Basic	Enhanced
Avaya Aura Conferencing	À la carte	Yes
Avaya Scopia® Desktop/Mobile, per port	À la carte	À la carte



Avaya IP Office™ Platform

Avaya IP Office Platform

With Avaya IP Office, your small to midsize business has affordable, flexible and powerful choices for business communications. Change the way your mobile, distributed workforce collaborates. Deliver an engaging experience for voice, video and mobility on virtually any device. Deploy IP Office as an appliance or as virtualized software. You can enjoy the peace of mind that comes with a complete, integrated solution for collaboration, multichannel contact centers, networking, security and video. There are five editions to choose from.

IP Office Basic Edition: An appliance-based solution ideal for small and growing businesses. Includes simple key-system type telephony and messaging, including voicemail, voicemail to email, call forwarding, conferencing, automated attendant and dial by name.

IP Office Essential Edition: An appliance that builds on the Basic Edition by adding IP telephony and mobility features, including one-number access and dial by name/extension.

IP Office Preferred Edition: A simple-to-deploy appliance that builds on the Basic and Essential Editions by adding integrated unified communications, including IM and presence, web collaboration, mobile access, video, and call recording. Integration with business applications along with a multi-channel contact center is also provided.

IP Office Server Edition: A software-based solution for robust team, mobile and customer engagement. Easily and economically scale across multiple locations, with simple, centralized, web-based administration.

IP Office Select: A higher scale, highly resilient, software-based solution for a larger team, with support for mobility and customer engagement. Conferencing capacity is doubled to 512 channels along with additional functionality.

Facts / Specifications

- Deployable as software, an appliance or a mix of both
- Scales to 3,000 users across 150 sites
- Compatible with analog, digital, IP or softphones
- Productivity options for the Basic User, Office Worker and Power User
- Voice, video, IM, presence, conferencing, messaging
- Web collaboration
- Integration with Microsoft Outlook, Lync and Salesforce.com
- Contact Center support





Avaya IP Office™ Platform

Avaya IP Office Editions: Basic, Essential, Preferred, Server, IP Office Select

	Basic Edition	Essential Edition	Preferred Edition	Server Edition	IP Office Select
Capacity					
Single-Site Users	100	384	384	1,500	3,000
Total System Users	100	1,000	1,000	2,000	3,000
Networked Sites	N/A	32	32	32	150
Total UC Users	N/A	N/A	384	750	3,000
Mobility, Access, Integration					
Mobility	No	Basic	Enhanced	Enhanced	Enhanced
Avaya Communicator	No	No	Yes	Yes	Yes
Web-based User Portal	No	No	Yes	Yes	Yes
Lync, Outlook, Salesforce.com Integration	No	No	Yes	Yes	Yes
Conferencing					
Ad Hoc Conferencing/Meet-Me Conferencing Users	64/0	128/0	128/128	256/256	512/512
Conference Scheduling	No	No	Yes	Yes	Yes
Web Collaboration	No	No	Yes	Yes	Yes
Telephony					
System Type	Key System	IP PBX	IP PBX	IP PBX	IP PBX
Voicemail Type	Basic	Basic	Pro	Pro	Pro
Call Recording	No	No	Yes	Yes	Yes
Number of Auto-Attendants	9	40	Unlimited	Unlimited	Unlimited
Number of Receptionists	0	4	4	32	50
Deployment					
Main Deployment Method	Appliance	Appliance	Appliance	Software	Software
Active Directory Integration	No	No	No	No	Yes
Centralized Licensing	No	No	No	Yes	Yes
Contact Center Support	No	No	Yes	Yes	Yes
Avaya Aura Branch	No	Yes	Yes	No	No



Avaya IP Office™ Platform

Avaya IP Office User Productivity Solutions

Every worker has communications needs that are driven by where and how they work. Office workers are primarily at their desks. Mobile associates need to connect wherever they happen to be. Remote workers want to collaborate with the same capabilities they would have in a company office. IP Office User Productivity Solutions – the Basic User, Office Worker and Power User applications - deliver the right level of capabilities to every associate in your organization.

User Production Solutions are available for IP Office Preferred Edition, IP Office Server Edition and IP Office Select.

Function Matrix	Basic User	Office Worker	Power User
Deskphone Call Control			
Place/Receive Calls, Hold, Transfer, Park/Page, Conference	Yes	Yes	Yes
Access Telephony Features via Phone UI or DTMF	Yes	Yes	Yes
Web-based Access for Office Collaboration (Avaya one-X® Portal)			
Click to Place/Receive Calls, Point and Click Call Control	No	Yes	Yes
Conference Scheduling	No	No	Yes
Control Audio Conferences	No	Yes	Yes
Federated Presence and IM	No	Yes	Yes
Personal, System and Corporate Directory Access	No	Yes	Yes
Visual Voicemail	No	Yes	Yes
Rich Collaboration for Remote Workers			
Turn Your Home Phone into Your Office Phone (Avaya one-X® Portal)	No	No	Yes
Stay Connected with Your Apple iPad Device (Avaya Communicator)	No	Yes	Yes
Embedded Point-to-Point Video Collaboration (Avaya Communicator)	No	Yes	Yes
Mobile Access for Office Collaboration (Avaya one-X® Mobile Preferred)			
Place/Receive Calls via Cellular/Wi-Fi/3G/4G	No	No	Yes
IM, Presence, Conference Controls	No	No	Yes
Location Aware Using GPS	No	No	Yes
Integrate with the Applications You Already Have			
Microsoft Outlook/Lync	No	Yes	Yes
Salesforce.com	No	Yes	Yes
Google Talk (IM & Presence)	No	Yes	Yes
Voicemail Integration			
Standard Voicemail Box	Yes	Yes	Yes
Store Messages within Microsoft Exchange	No	Yes	Yes
View Voicemail and Email in a Single Inbox	No	Yes	Yes



Avaya IP Office™ Platform

Avaya IP Office Receptionist

To customers, receptionists are often the “face” of your business, making efficient call handling a must. IP Office Receptionist is an easy-to-use PC interface that helps your business make a great first and lasting impression. It visually displays incoming calls and team status and allows calls to be routed quickly and accurately with the click of a mouse. The included IP Office SoftConsole application enables a receptionist to manage calls for a single site or multiple locations in the same personalized way.

Fast, Accurate Call Handling: An intuitive PC interface and click-and-drag call handling improves operator efficiency and effectiveness, even with large call volumes.

Visual Call Status: For fast and accurate call routing, receptionists can see the status and availability of all associates on the network – who’s on the phone, away from their desk, not to be disturbed, etc.

Centralized Call Management: A single operator can handle calls for multiple company offices – transferring calls between locations, adding people to conferences and managing voicemail messages for associates. The result is streamlined operations, service consistency and cost savings.

Call Handling for Multiple Businesses: An operator can even manage calls for multiple businesses (a shared office environment, for example), and can quickly and accurately identify callers, greet them properly, and route calls appropriately. Sharing the receptionist resource reduces costs.

Facts / Specifications

- Supported on Avaya IP Office™: Basic, Essential, Preferred, Server Editions and IP Office Select
- Inbound/outbound call handling
- Drag and drop controls for conferencing, transfer, hold and park
- Telephony presence
- IM with users
- Configurable phone preferences
- Local directory
- History logs for all calls and messages
- Monitor and answer up to eight call queues
- Create call handling scripts
- Distinct rings using WAV files
- Time on call display
- Requires IP Office compatible phone and a PC running Microsoft Windows 7 or above





Avaya IP Office™ Platform

Avaya Video Collaboration Solution for IP Office

The Avaya Video Collaboration Solution for IP Office offers important new capabilities to those small and midsize enterprises using Avaya IP Office. Businesses can extend their collaboration capabilities by adding video to the mix – adopting a room-based video system and/or establishing a network-based “virtual meeting room.” Participants can use their browser to join from almost any desktop or mobile device or dial and connect with a video room system. It makes collaborating “face-to-face” with staff, partners and customers simple and convenient.

Easy to Implement and Manage: Client installation and ongoing management are extremely simple. No specialized IT skills are required. You start by simply clicking on a link to connect to your virtual meeting room, and remote participants download the web plug-in or free mobile app.

All-in-One: You get a single, comprehensive and affordable solution for both multi-party BYOD and room-based HD video conferencing. Participants can gather in a conference room or use the laptops, desktops and their personal mobile devices to collaborate from almost anywhere. They simply use the included software clients and downloadable apps.

Rich Collaboration: See all participants in crisp, HD video and easily share your screen or individual applications. You can collaborate and annotate documents, presentations, spreadsheets and images. Those joining late can even review materials previously presented without disrupting the active meeting.

Easy to Use: Little or no training is needed. Participants simply join the virtual meeting room with their device of choice – PC, Mac, smartphone, tablet or video conferencing room system.

Facts / Specifications

- H.323, SIP
- Up to nine combined users, including one integrated room system in a single conference
- Scopia Desktop & Mobile clients included
- Continuous presence video
- H.264, H.264 High Profile
- H.239 data collaboration
- AES encryption for security
- Automatic embedded firewall traversal
- XT Room System option:
 - Dual HD channels: 720p60 camera + 720p60 H.239 content (upgradable to 1080p60)
 - Wide-angle camera, 5x zoom
- Requires Avaya IP Office 8.1





Avaya Communicator

Avaya Communicator for Windows, Apple iOS, and Android

Avaya Communicator combines all the ways you communicate in a single, easy-to-use multimedia client. That means you can easily extend Avaya Aura® unified communications and real-time collaboration services to Microsoft Windows, Apple iOS and Android operating systems. Workers will experience the same enterprise-grade telephony and real-time collaboration services regardless of location or device.

Single, Integrated Communications Client: Bring all your communication modes together in one client, including IM/presence, audio, video, web collaboration, conferencing, voicemail, corporate directory and personal contacts.

Support for Desktop, Mobile and Remote Users: You can access the same Avaya Aura features and services wherever you work or travel, using your device of choice. Dual mode support for mobile devices lets you transition calls between cellular and Wi-Fi, in either direction.

Fully Integrated with Avaya Aura Conferencing: With one click, team members can view and share desktops, hash out ideas on whiteboards, and benefit from integrated audio/video/web conferencing and multimedia messaging.

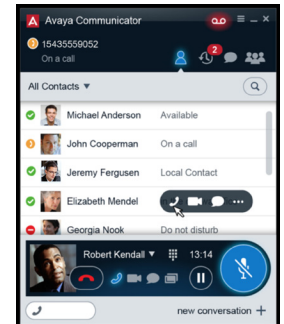
Cost Savings: Telecommuters and mobile workers can leverage your corporate VoIP network and Wi-Fi to reduce calling charges.

Easy to Use Interface: Simple, intuitive controls take the guesswork out of day-to-day communications across all modalities.

Contact-Centric Workflows: Propel collaboration to the next level with contextual controls that boost productivity. Integration with other desktop apps and productivity tools extend efficiencies even further.

Facts / Specifications

- Included in Avaya Aura Suite Licensing
- SIP with optional co-registration to H.323 deskphones
- Integrated with Microsoft Outlook and Office
- No VPN required with Session Border Controller for Enterprise
- Multidevice access – up to 10 SIP devices per user
- IM/Presence
- 24x7 Call Logs
- Search corporate directory and local contacts; create favorites list
- Auto configuration streamlines deployment
- Requires Avaya Aura Platform 6.2





Avaya Communicator

Avaya Communicator for Microsoft Lync

Avaya Communicator for Microsoft Lync provides simple, out-of-the-box integration with Microsoft Lync and Skype for Business. You can readily access Avaya telephony, presence, voice, video and conferencing services while preserving the Microsoft experience.

Full Suite of UC and Telephony Tools: Support productivity across the enterprise. Mid-call controls and integration with corporate directories allow users to work faster, share more information and communicate more effectively.

End-to-End, Standards-Based Video: Integration with the Avaya Aura® platform and Avaya Scopio® video solutions extends easy-to-use ad hoc or scheduled face-to-face video to employees, partners and customers.

Audio Conferencing and Web Collaboration: Reduce OPEX by bringing conferencing in-house for real-time collaboration using white boards, desktop sharing, extensive moderator features and controls, and tools to drive faster decision making.

Lower Costs: Maintain your existing Avaya Aura dial plan configuration. Eliminate costs associated with Microsoft voice licenses and related devices.

Flexible Deployment: Deploy in a Citrix or VMware VDI environment, with support for Avaya Deskphones or for the Avaya VDI Communicator client. Deploy as part of a Microsoft on-premises system or as an integrated component of a hosted Microsoft Office service.

Facts / Specifications

- Included in Avaya Aura Suite Licensing
- Five 9s reliability, N+1 resiliency
- Dual registration
- Media cascading for lower bandwidth demands
- Click-to-call, click-to-join/host conference
- Mobile device pairing
- Multiple device access
- HD multi-party video
- Single-Sign-In experience
- No VPN required for remote access with Avaya SBCE
- Auto configuration
- Multiple line appearances
- Requires Avaya Aura Platform 6.2 FP2 for voice/video, 5.2 for voice only
- Requires Avaya IP Office 8.1 FP1 for voice, phone mode only





Avaya Communicator

Avaya Communicator for Web

Avaya Communicator for Web lets you communicate with others without having to leave the application you're working in. You can easily access Avaya collaboration tools like voice, video, presence and IM from any cloud-based business application or Web page. Our solution communication-enables the CRM, email, social media and other cloud business applications you use to get work done, easily connecting with others for conversations, meetings and collaboration, all through a single, integrated solution.

Salesforce.com Platform: See others' availability and make and receive calls without leaving the Salesforce application. Log your calls and meetings automatically as activities for any contact, lead or opportunity.

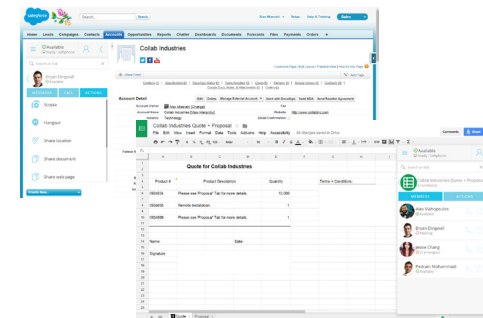
Google Drive Online: Instantly start a group chat, voice or video call from the Google Drive service or any Google Docs program.

Microsoft Office 365: Collaborate easily with others right from the Office 365 subscription service program, with embedded real-time capabilities like voice, video, instant messaging, presence and unified messaging.

Google Chrome or Microsoft Internet Explorer: Avaya Communicator for Web follows you wherever you go inside your browser. Find something interesting? Simply click-to-share any Web page with any team member. You can even start a voice, video or chat on one Web page and keep the conversation going as you move to other pages.

Facts / Specifications

- Supported on Avaya IP Office Preferred Edition, IP Office Server Edition, and IP Office Select
- Per user license for Mobile Worker, Office Worker, Teleworker or Power User
- Runs as a Chrome browser extension or Internet Explorer add-on
- Salesforce.com platform integration requires Salesforce.com Open CTI and works with Salesforce.com Enterprise or Unlimited edition
- Requires Avaya IP Office 9.1.2
- Requires Avaya one-X Portal





Avaya Communicator

Avaya VDI Communicator

The Avaya VDI Communicator brings advanced unified communications to your virtual desktop infrastructure, eliminating the need for desk phones at each location. It can be flexibly deployed on a variety of thin-client devices that register as SIP endpoints to the Avaya Aura Platform. End users leverage the Avaya one-X® Communicator or Avaya Communicator for Lync user interface.

Software-Only Solution: You no longer need a telephone at each workstation (but they remain an option if desired).

Full UC for VDI: Voice, video, IM/presence, contacts/directory, conferencing, messaging are all centrally managed.

Open Architecture: The Avaya VDI solution is based on an open, flexible architecture that works in many environments. It supports multiple vendors and protocols, including Citrix, VMware, HP and Dell-Wyse.

Simplified Deployment: Virtual desktop communications can be deployed quickly, easily and securely.

Reduce Data Center Load: VDI Communicator separates media from signaling so that media will bypass the data center, helping ensure greater scalability and higher-quality voice.

Always-On Communications: In the event of a data center outage, you can continue to make and receive calls, helping maintain uninterrupted critical communications.

Facts / Specifications

- G.711 and G.729 codecs
- QoS tagging
- SRTP encryption
- Thin-Client Embedded Operating Systems:
 - HP ThinPro 4.x, 5.x;
 - Dell-Wyse SLEC11 SP1 and SP2; Microsoft Windows Embedded Standard 7 (WES7), 8 (WES8)
- VDI broker software: Citrix XenDesktop 5.x, 7.x; Citrix XenApp 6.x and 7.x; VMware View 5.x, 6.0; Microsoft Terminal Server 2008, Remote Desktop Services 2012
- Requires Avaya Aura Platform 6.2 FP4
- Requires Avaya Communicator for Microsoft Lync 6.4 or Avaya one-X Communicator 6.2 SP4





Avaya Communicator

Avaya Multimedia Messaging

Avaya Multimedia Messaging takes IM to the next level by providing real-time and non-real-time social collaboration for individuals and groups. You can layer multiple types of media (versus simple and linear voice or text conversations) so complex concepts can be communicated quickly and easily. Users can record and send text, audio, video, pictures, files and other attachments in a point-to-point or multi-party threaded conversation that persists over time – across mobile devices, tablets and desktops.

Rich User Experience: You have your choice of media, a single view of all open conversations and a click button to escalate from IM to a call.

Mobile Friendly: Access the same conversation across smartphones, tablets and desktop devices. Conversations are up to date and you can connect with others precisely where you left off.

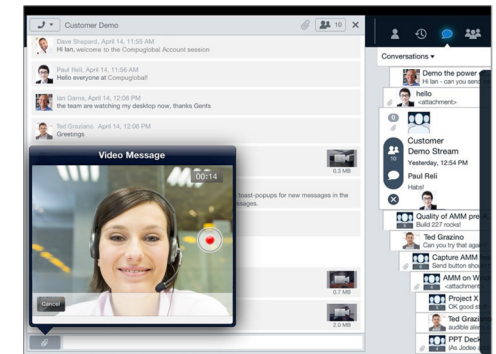
Leverage Existing IM: You'll have full text messaging interoperability with Avaya Aura® Presence Services IM users and can send them multimedia messages.

Solution Integration: Avaya Multimedia Messaging integrates with your enterprise directory, including Microsoft Active Directory, IBM Domino Server, Novel e-Directory, OpenLDAP and Sun Directory Server.

Enterprise-Class Solution: Encryption helps strengthen message delivery security. Your single, scalable solution delivers seamless integration with Avaya Aura Presence Services, with interoperability across Avaya endpoints.

Facts / Specifications

- Entitlement of Avaya Aura Suite Licenses
- Point-to-point and multi-party messaging
- Text, audio, video, pictures, data files
- Quick-view dashboard
- Subject-based threads (similar to email)
- Messages stored and then delivered when user connects (like SMS)
- Persistent conversations across clients
- Easy access to corporate contacts and presence status
- Encryption between server and clients for security
- Supported by Avaya Communicator for iPad 2.0, Avaya Communicator for Android 2.1, Avaya Communicator for Windows 2.1





Conferencing

Avaya Aura® Conferencing

Avaya Aura® Conferencing brings one click access to audio, web and video conferencing to any location, on virtually any device, from the desktop to a smartphone or tablet. It can be deployed over the top or deeply integrated into the Avaya Aura® infrastructure.

One Click Access: Easy to use on a multitude of devices from any location.

Calendar Integration: Schedule and join meetings from Microsoft Outlook or Microsoft Lync with a single touch.

Complete UC Experience: Full integration with Avaya Communicator provides escalation from IM to voice to conferencing with or without video. Drag and drop access to contacts/directory makes engagement simple and efficient.

Recording: Benefit from synchronized recording of audio, shared content, chat, notes and speaker ID. Make training or meeting content accessible 24x7.

Savings: Take conferencing in-house for lower TCO: eliminate fees, reduce trunking and lower WAN usage.

Scalability: Scale for the specific need, from a single server to a multi-server architecture.

Sharing: Flexibly share applications, documents or the entire desktop with conference participants. Share control among participants to allow others to edit documents, enter notes or whiteboard ideas.

Efficiency: Real-time access to participant lists, meeting minutes, comments and action items.

Facts / Specifications

- Only moderators require a license – anyone with web access can join
- Up to 250 simultaneous participants in a meet-me conference (2,000 for event conferences)
- Up to 15,000 simultaneous sessions/150,000 users
- Up to 20,000 IMAP4 connections
- Virtualized for Avaya or customer provided servers
- H.264, H.264 Scalable Video Coding (SVC)
- HD 720p video and HD audio for a natural experience
- Requires Avaya Aura Platform 6.2 or Avaya Communication Server 1000 7.5





Conferencing

Avaya Scopia® Video Collaboration

Avaya Scopia video collaboration makes it simple and convenient to connect and collaborate “face-to-face” with staff, partners and customers – whether you are using a telepresence or video room system, PC or Mac, dedicated desktop video system or your favorite mobile device.

Everyone on your meeting invitation can attend, no matter where they are or what device they use. You can share documents, annotate materials and collaborate in online meetings, just as if you were all in the same meeting room.

The Avaya Scopia portfolio includes:

Desktop and Mobile Applications: Enable anytime, anywhere, any device video collaboration.

Dedicated Endpoints: Use in board rooms, conference rooms and on desktops to effortlessly collaborate with colleagues.

Video Infrastructure: Easily create simple, HD virtual meeting rooms on your network or in the cloud.

Management Software: Quickly schedule conferences, deliver directory services, and monitor and control network devices and bandwidth.

The Avaya Scopia Portfolio



- Scopia XT Video Conferencing Room & Executive Desktop Systems
- Scopia Desktop and Mobile Applications
- Scopia Infrastructure & Management



Conferencing

Avaya Scopia® XT Video Systems

Our dedicated video conferencing endpoints deliver exceptional performance in any environment – from immersive multi-stream telepresence, to conference room systems, to dedicated desktop systems. In each instance you will leverage powerful technology for an unparalleled video collaboration experience under real-world network conditions. Scopia endpoints deliver crisp video with resolutions of up to 1080p/60fps, stellar bandwidth efficiency and error resiliency.

XT Executive 240



- Executive desktop video system
- H.323, SIP
- Dual purpose video system, 24" full HD LED PC display
- Dual HD channels: 1080p30 camera + 1080p60 H.239 content
- H.264, H.264 High Profile, SVC
- 1-way analog microphone
- 20 kHz CD-quality audio
- USB recording optional
- Integrated 4 port MCU optional

XT4300



- Cost-effective room video system
- H.323, SIP
- Dual HD channels: 1080p60 camera + 1080p60 H.239 content
- H.264, H.264 High Profile, SVC
- 5x optical zoom
- 1-way analog microphone
- 20 kHz CD-quality audio
- USB recording optional
- Apple iPad control optional
- Integrated 4 port MCU optional

XT5000



- High performance room video system
- H.323, SIP
- Dual HD channels: 1080p60 camera + 1080p60 H.239 content
- H.264, H.264 High Profile, SVC
- 10x optical zoom
- 3-way beam forming digital microphone
- 20 kHz CD-quality audio
- USB recording included
- Apple iPad control included
- Integrated 4 or 9 port MCU optional

XT7100



- Flagship room video system
- H.323, SIP
- Dual HD channels: 1080p60 camera + 1080p60 H.239 content
- H.264, H.264 High Profile, H.265 HEVC, SVC
- 10x optical zoom
- 3-way beam forming digital microphone
- 20 kHz CD-quality audio
- USB recording included
- Apple iPad control included
- Integrated 4 or 9 port MCU optional

XT Telepresence



- Immersive multi-stream telepresence system
- Breakthrough pricing
- Three HD video channels: 1080p60 cameras (using Scopia XT7100/XT5000 systems)
- HD 1080p60 H.239 content channel
- H.264, H.264 High Profile, H.265 HEVC, SVC
- 3-way beam forming digital microphones
- 20 kHz CD-quality audio
- Apple iPad control included
- Broad interoperability



Conferencing

Avaya Scopia® Desktop & Mobile

With Avaya Scopia Desktop and Mobile applications, a face-to-face meeting is always an option. You can control, moderate or participate in a meeting, share content, discuss and make decisions using a PC, a Mac or your mobile device of choice.

Virtual Meeting Rooms: You have your own personal HD virtual meeting room that is easily configured and always available.

Meet On Demand: Conduct both scheduled or ad-hoc conferences and invite anyone, anywhere, on virtually any device or network to participate via video or audio.

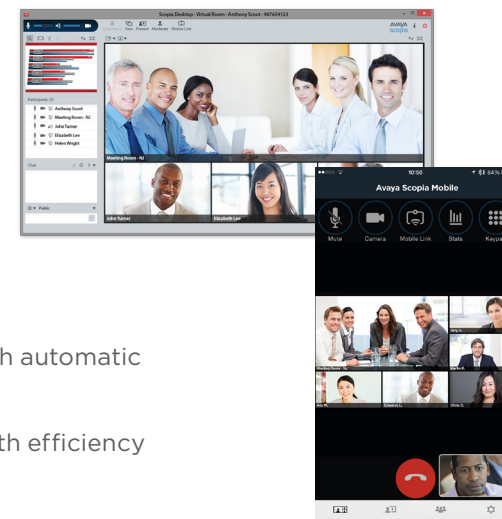
Smart Collaboration: Share your screen or individual applications. Use annotation tools to highlight elements of presentations, spreadsheets, documents and images. Participants who join late can even review previously shared materials without disrupting the active meeting.

Free Scopia Client: To enter your meeting room, those you invite simply click on a URL shared via a calendar invitation, email or IM. The free Scopia client will install and connect them, whether they are inside or outside your organization.

Device Choice: You can connect with Avaya Scopia from Windows PCs and Macs, and from Apple iOS and Android smartphones and tablets.

Facts / Specifications

- Standards-based, enterprise-grade HD video
- Apple iOS and Android, PC and Mac compatible
- Internet/wireless optimized with automatic bandwidth adaptation
- H.264 High Profile for bandwidth efficiency
- Scalable Video Coding (SVC)
- Smart data collaboration (H.239 compatible)
- Built-in NAT and firewall traversal
- AES-128 encryption
- Avaya Mobile Link for seamless conference handoff to Scopia XT systems
- Avaya Screen Link for Scopia Desktop to easily share content through Scopia XT systems





Conferencing

Avaya Scopia® Infrastructure

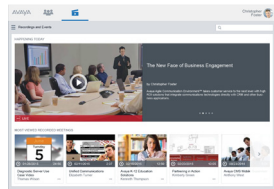
The Avaya Scopia portfolio includes the comprehensive infrastructure you need for multi-party video conferencing, network connectivity and firewall traversal; enabling creation of simple, HD virtual meeting rooms on your network or in the cloud. Our solutions are scalable, cost-effective and offer unparalleled interoperability with other standards-based video endpoints. We also offer software for centralized scheduling, directory services, device and bandwidth monitoring and control, even across broad distributed networks.

Elite 6000 MCU



- H.323, SIP compatible
- Up to 80 HD/160 Enhanced Definition ports
- Dual 1080p60 for video and content
- Telepresence interoperability
- H.264 High-Profile, Scalable Video Coding (SVC)
- Up to 28 participants displayed simultaneously with continuous presence
- 24 video layouts
- Gallery layout
- On-screen interactive control
- Video auto attendant

Streaming & Recording



- HD recording up to 1080p30
- Audio, video and content
- HD live streaming up to 1080p
- Web content portal for easy browsing and on-demand playback
- 1,500 live streams on all-in-one deployment
- Scalable to 100,000 live streaming viewers
- Universal playback
- MP4 format
- Multiple video and content layouts
- HTML5, Flash, Silverlight, and Windows Media compatible
- Unicast and multicast
- Integrated CMS

PathFinder Firewall Traversal



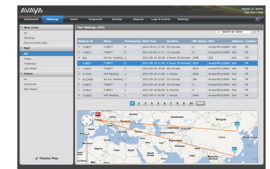
- Solves near and far-end firewall and NAT traversal issues
- Helps maintain existing enterprise security measures
- H.323 support
- H.460 compliant
- Supports up to 100 concurrent calls/600 registered devices
- Hardened OS, access control, AES encryption, client authentication
- Neighboring and load balancing for scalability
- QoS support to maintain call quality

Microsoft Lync Gateway



- Extends Microsoft Lync to standards-based video conferencing systems
- Preserves Lync user experience
- Investment protection
- Up to 10 HD, 20 VGA, 40 CIF calls in any combination
- Unlimited scalability with multiple Gateways
- H.323 system presence to Lync users
- Microsoft RT Video HD transcoding
- Microsoft A/V Edge support
- TLS and SRTP for security
- Microsoft UC qualified

Scopia Management



- Unified central management of endpoints and video network devices
- Avaya, Cisco/Tandberg, Lifesize, Polycom, Sony endpoint management
- Avaya infrastructure management
- Distributed or centralized deployment
- Virtualizes conferencing resources
- Detailed reports for managing access and costs
- UC integration
- Microsoft and IBM back office integration
- Multitenant for service providers



Avaya 9600 Series IP Deskphones:
9601, 9608G, 9611G, 9641GS

Avaya 1600 Series IP Deskphones:
1603-I, 1603SW-I, 1608-I, 1616-I

**Avaya E129 SIP
Deskphone**

Avaya E159/E169 Media Stations

**Avaya H175 Video
Collaboration Station**

Avaya B100 Series Conference Phones:
B149, B159, B169, B179, B189

Phones

Avaya 9600 Series IP Deskphones

9600 Series IP Deskphones are packed with features that make collaboration simple, including access to instant messaging, presence, calendars, call history, web-based productivity apps and more. They also use 40 to 60 percent less energy than comparable devices. **Shared features:** Preloaded with Avaya software and compatible with Avaya Aura Platform. Power over Ethernet, separate Ethernet outlet for co-located PCs, speakerphone and message waiting indicators, fixed feature keys for common tasks. **All but the 9601** feature HD audio, headset support, 24 administrable buttons, up to three 12- or 24-button expansion modules, and Gigabit Ethernet.

9601



- Avaya Aura Platform
- Avaya IP Office in a centralized deployment w/Avaya Aura Session Manager at the core
- SIP
- Up to two lines displayed
- Monochrome display
- Three soft keys
- Five administrable line buttons
- 10/100 Ethernet

9608G



- Avaya Aura Platform & IP Office
- SIP/H.323
- Up to eight lines displayed
- Monochrome display
- Four soft keys
- 24 administrable line buttons
- HD audio
- Gigabit Ethernet

9611G



- Avaya Aura Platform & IP Office
- SIP/H.323
- Up to eight lines displayed
- Large color display
- Four soft keys
- 24 administrable line buttons
- HD audio
- Gigabit Ethernet
- Contextual menus/prompts
- USB interface

9641GS



- Avaya Aura Platform & IP Office
- SIP/H.323
- Up to five lines displayed
- Color touchscreen with four-position tilt
- Five soft keys
- 24 administrable line buttons
- HD audio
- Gigabit Ethernet
- Contextual menus/prompts
- USB interface
- Integrated Bluetooth
- Available contact center model



Avaya 9600 Series IP Deskphones:
9601, 9608G, 9611G, 9641GS

Avaya 1600 Series IP Deskphones:
1603-I, 1603SW-I, 1608-I, 1616-I

Avaya E129 SIP
Deskphone

Avaya E159/E169 Media Stations

Avaya H175 Video
Collaboration Station

Avaya B100 Series Conference Phones:
B149, B159, B169, B179, B189

Phones

Avaya 1600 Series IP Deskphones

The 1600 Series IP Deskphones combine the features of both traditional and innovative IP phones to deliver capabilities typical of higher-priced devices.

Shared features: Compatible with the Avaya Aura® and Avaya IP Office™ Platforms. Backlit displays, speakerphones, multiple call appearances, Shared Line and Bridged Line Appearances, fixed feature keys for common tasks and buttons with dual LEDs (red and green) for easy-to-read status information.

1603-I



- Avaya Aura Platform & IP Office
- For walkup users (common areas – lobbies, stock rooms)
- Two-line monochrome display
- Three line/administrable feature buttons

1603SW-I



- Avaya Aura Platform & IP Office
- For walkup users (common areas – lobbies, stock rooms)
- Two-line monochrome display
- Three line/administrable feature buttons
- Secondary 10/100 Ethernet port

1608-I



- Avaya Aura Platform & IP Office
- For everyday users
- Three-line monochrome display
- Eight line/administrable feature buttons
- Secondary 10/100 Ethernet port
- Three soft keys, four-way navigation cluster
- Context-sensitive UI
- 100 number contacts/call log
- Headset support

1616-I



- Avaya Aura Platform & IP Office
- For navigators
- Four-line monochrome display with adjustable tilt
- 16 line/administrable feature buttons
- Supports 32-button expansion module
- Secondary 10/100 Ethernet port
- Three soft keys, four-way navigation cluster
- Context-sensitive UI
- 100 number contacts/call log
- Headset support



Avaya 9600 Series IP Deskphones:
9601, 9608G, 9611G, 9641GS

Avaya 1600 Series IP Deskphones:
1603-I, 1603SW-I, 1608-I, 1616-I

**Avaya E129 SIP
Deskphone**

Avaya E159/E169 Media Stations

Avaya H175 Video
Collaboration Station

Avaya B100 Series Conference Phones:
B149, B159, B169, B179, B189

Phones

Avaya E129 SIP Deskphone

The E129 SIP Deskphone is part of the Avaya E100 Series of devices purpose-built to bring the most often used and impactful call handling features to workers, regardless of where they are located. It packs essential call handling features into an affordable, yet highly functional design, with the same high level of quality you always expect from Avaya. That makes the E129 a great choice for organizations ready to upgrade older analog or digital phones to advanced SIP-based technology.

High-Value Features: Users can transfer, mute, forward and place calls on hold, as well as initiate ad hoc conferences with the press of a button. A full duplex speakerphone allows for hands-free conversations. Dual Ethernet ports offer convenient PC access to the company network.

Ease of Use: A simple user interface makes it easy for visitors or occasional users to communicate with ease. That makes the E129 ideal not only for desktops, but for lobbies, waiting rooms, warehouses, classrooms and retail spaces.

Facts / Specifications

- Basic SIP (does not provide Avaya Aura® SIP Telephony)
- Monochrome three-line display
- G.722 codec support
- Full-duplex speakerphone
- Three-way conferencing
- Directory access for up to 500 entries
- Message waiting indicator
- Five hard buttons for basic functions (conference, speaker, etc.)
- Three context-sensitive soft keys
- Flash key
- Dual 10/100 Ethernet ports
- PoE Class 1
- Headset jack
- Optional power adapters
- Avaya Aura Platform & IP Office





Avaya 9600 Series IP Deskphones:
9601, 9608G, 9611G, 9641GS

Avaya 1600 Series IP Deskphones:
1603-I, 1603SW-I, 1608-I, 1616-I

Avaya E129 SIP
Deskphone

Avaya E159/E169 Media Stations

Avaya H175 Video
Collaboration Station

Avaya B100 Series Conference Phones:
B149, B159, B169, B179, B189

Phones

Avaya E159/E169 Media Stations

The Avaya E159 and E169 Media Stations are SIP endpoints designed for workers who rely on mobile devices to stay connected. The Media Stations dock a smart device or connect to it using Bluetooth technology making a user's favorite cell phone or tablet office-ready. The Media Station can also be used as a traditional deskphone.

Choice of Models: The E159 is a mid-level device for broad deployment, while the E169 is a premium device for executive or conference room use.

Superior Audio: Both models transform voice quality with clear, high-definition audio and echo cancellation. With six wideband speakers and four HD microphones, the E169 can fill a small conference room with sound.

Telephony Features: Avaya Media Stations offer basic SIP telephony features, such as transfer, forward, mute, ad-hoc conference and hold.

Mobile App Support: You can use Avaya Scopia and other mobile apps on your smart device while it is docked.

Enterprise-Grade Management: Avaya Media Stations are compatible with both the Avaya Aura and Avaya IP Office platforms – benefitting from full enterprise-grade administration, reliability and security.

Call Transmission Options: Calls can be placed through a SIP line or through the cellular network associated with the docked mobile device.

Facts / Specifications

- Compatible with Apple iOS 6.0, Android 4.1 and above
- Operable with or without docked mobile device
- G.722 wideband audio, handset and headset
- Full duplex speakerphone (Bluetooth-enabled)
 - E169 – six speakers and four MEMS microphones and a downward firing subwoofer
 - E159 – single speaker and single microphone
- USB headset port (on E169)
- Message waiting indicator
- Dual GigE Ethernet ports
- PoE class 3
- Rapid charge of docked device
- Micro USB, Apple 30-pin and Lightning connectors included
- AC power adapter included





Avaya 9600 Series IP Deskphones:
9601, 9608G, 9611G, 9641GS

Avaya 1600 Series IP Deskphones:
1603-I, 1603SW-I, 1608-I, 1616-I

Avaya E129 SIP
Deskphone

Avaya E159/E169 Media Stations

**Avaya H175 Video
Collaboration Station**

Avaya B100 Series Conference Phones:
B149, B159, B169, B179, B189

Phones

Avaya H175 Video Collaboration Station

The Avaya H175 Video Collaboration Station is a unique, touchscreen device purpose-built for video collaboration. It supports full HD video and high-quality voice calls. It also delivers a variety of productivity-enhancing capabilities – from presence to fully synchronized calendars and contacts.

Rich Business Telephony: Avaya H175 users enjoy full Avaya Aura communication features, with easy call control and management via the large, seven-inch touchscreen display.

Full HD Video Conferencing: The Avaya H175 makes video calls as easy as a phone call. It also sets a new standard for desktop video, with capabilities typically found only in dedicated video conferencing systems.

Integrated with Avaya UC: The H175 offers tight integration with the Avaya Aura Platform UC solutions for a simple and intuitive user experience. Conferencing is as simple as dragging and dropping participants into a call.

Extensive Connectivity Options: You can use HDMI output to connect an external display and use the detachable camera to support small group meetings. HDMI input supports simultaneous display of video sessions and your PC screen. You can also connect your favorite headset, keyboard and mouse via USB or Bluetooth technology.

Productivity Apps: The H175 touchscreen can be used to access and sync with your favorite web-based applications, menus, calendars, meeting reminders and directories.

Facts / Specifications

- 7" capacitive touchscreen display
- Full 1080p HD video
- Detachable camera with superior low-light performance
- External monitor support via HDMI output
- Picture-in-picture support via HDMI input
- Wideband audio
- Cordless DECT 6.0 handset
- Built-in speakerphone
- Interoperable with Avaya Scopia Video and Avaya Aura Conferencing
- SIP compatible
- Ethernet, Wi-Fi and Bluetooth connectivity
- Requires Avaya Aura Platform 6.2 FP3 and associated service packs





Avaya 9600 Series IP Deskphones:
9601, 9608G, 9611G, 9641GS

Avaya 1600 Series IP Deskphones:
1603-I, 1603SW-I, 1608-I, 1616-I

Avaya E129 SIP
Deskphone

Avaya E159/E169 Media Stations

Avaya H175 Video
Collaboration Station

Avaya B100 Series Conference Phones:
B149, B159, B169, B179, B189

Phones

Avaya B100 Series Conference Phones

The B100 Series offers sophisticated, easy-to-use, plug-and-play conferencing for small to large companies. The Patented Avaya OmniSound™ technology helps ensure crystal clear transmission during meetings so participants don't miss any of the discussion. Flexible, advanced features deliver enhanced audio conferencing. A built-in conference guide makes setting up and administering calls quick and easy. Choose from a variety of models to address the needs of your organization.

B149



- Analog
- Mid size conference room
- SME & enterprise
- Expansion microphone connectivity
- SD memory for call recording

B159



- Analog
- Mid and large size conference room; up to 10 participants
- Expand coverage area via expansion microphones, up to 16 participants
- USB for mobile & PC connectivity
- Expansion microphone, PA system, wireless headset connectivity
- SD memory for call recording

B169



- Analog wireless
- Mid and large size conference room; up to 10 participants
- Expand coverage area via expansion microphones, up to 16 participants
- DECT analog base station, GAP/CAT-iq standard
- Rechargeable battery - 60 hours talk time
- USB / Bluetooth connectivity for mobile & PC
- Expansion microphone connectivity
- SD memory for call recording

B179



- SIP
- Mid and large size conference room; up to 10 participants
- Expand coverage area via expansion microphones, up to 16 participants
- Expansion microphone, PA system, wireless headset connectivity
- PoE class 3
- Web-based configuration
- SD memory for call recording

B189



- H.323
- Mid and large size conference room; up to 18 participants
- Expand coverage area via expansion microphones, up to 25 participants
- HD audio
- 5-inch touchscreen
- Built-in productivity features
- Expansion microphone, PA system connectivity
- PoE class 3
- Gigabit Ethernet



Case Studies

Ballantyne Strong



Ballantyne Strong, Inc., is an end-to-end provider of state-of-the-art audio-visual and professional lighting systems, and related services. Noteworthy installations include custom lighting for NASA's Space Shuttle.

"I've got to have systems that I can quickly and easily deploy, and that are easy to maintain. From that perspective, the Avaya IP Office Platform made a lot of sense for me."

Andrew Harris, Director of IT, Ballantyne Strong

Industry: General Services



Commercial Lighting Specialist Takes a Shine to Avaya Engagement Solutions

Challenges

- Update aging TDM system to an expandable, easy-to-use solution
- Gain full visibility into call center activities
- Route calls to appropriate technicians
- Offer easy-to-use video conferencing for senior management meetings

Solution

- Avaya IP Office™ Platform
- Avaya IP Office Contact Center
- Avaya Customer Call Reporter (CCR)
- Avaya Scopia® XT5000
- Avaya Scopia Elite MCU
- Avaya Scopia Desktop
- Avaya Scopia Mobile
- Avaya one-X® Portal

Results

- Fast, easily deployable contact center
- Ability to easily track and monitor call center activity
- Seamless disaster recovery
- Custom call queues routed to the correct technician
- 80% reduction in travel expenses

Read the Full Case Study: [Ballantyne Strong](#)



Case Studies

Carlo's Bakery



Carlo's Bakery is a renowned family-owned business that produces high-quality wedding cakes, specialty cakes and baked goods. Fourth generation baker-decorator Bartolo "Buddy" Valastro, Jr. and the entire Carlo's Bakery team are featured on TLC's reality show, "Cake Boss".

"We've significantly improved customer service by reducing wait time and more accurately routing the calls that come in."

Bartolo "Buddy" Valastro, Jr., Master Baker,
Carlo's Bakery

Industry: Retail



Avaya Midmarket Solutions Aid Rapid Growth at Carlo's Bakery

Challenges

- Resolve both hold time on inbound calls and in-store wait times
- Maintain high standards for customer service as volumes grow
- Run business from anywhere around the globe
- Support business needs while enabling steady growth

Avaya Solution

- IP Office™ Platform
- Wireless LAN 8100 Series
- Avaya Scopia® XT Video Conferencing
- Avaya one-X® Clients for Unified Communications
- Ethernet Routing Switch 4000 Series

Results

- Now utilize tablets for custom video consultations, video conferencing between locations, inventory and delivery tracking, in-store ordering and more
- Collaboration and unified communications solution scales for up to 2,000 employees to accommodate continued business growth
- Contact center analytics help identify key call traffic patterns to staff work hours more effectively, avoiding long customer wait times while reducing costs
- Can now easily track delivery truck locations with mobile devices using GPS and Avaya's geo-presence feature

Read the Full Case Study: [Carlo's Bakery](#)



Ballantyne Strong

Carlo's Bakery

Tata Technologies

Case Studies

Tata Technologies



Tata Technologies provides services in engineering and design, product lifecycle management, enterprise solutions, manufacturing and IT services to Tier 1 automotive and aerospace OEMs and their suppliers. Tata operates in 14 countries, with more than 7,000 employees.

The Avaya solution was measured not in terms of installations or the early adopters, but in hard dollar communications savings."

V Balaji, Chief Information Officer, Tata Technologies

Industry: Technology



TATA TECHNOLOGIES

Avaya Helps Tata Technologies to Reduce Costs Significantly

Challenges

- Eliminate complex calling procedures involving multiple communication platforms
- Enable effective audio conferencing facility for all locations
- Significantly lower rapidly rising telecom costs and operational expenditures
- Provide clear visibility with reporting tools to analyze the cost of communication

Avaya Solution

- Avaya Aura® Communication Manager
- Avaya one-X® Communicator
- Avaya Aura® Session Manager
- Avaya Extension to Cellular

Results

- Enhanced productivity using four-digit inter-office dial plan
- Seamless communication with customers and employees – regardless of worldwide location
- Significant increase in CSAT since the deployment
- 38 percent reduction in communications costs in India in the first year
- Reduced travel costs for in-person meetings that are now conducted through Avaya conferencing

Read the Full Case Study: [Tata Technologies](#)



Customer Engagement

Customer engagement represents a positive, value-creating relationship between customers and an organization throughout the customer journey. Engaged customers are more likely to maintain an active two-way relationship, returning often and providing feedback that can help an organization more accurately serve customer needs.

Each **Customer Interaction** contributes to the overall **Customer Experience** which drives higher **Customer Engagement** and increased **Customer Lifetime Value**. Each customer interaction, regardless of the channel that the interaction takes place over, contributes to the overall customer experience. One bad customer interaction can negatively impact the overall customer experience. But the better the experience the higher the Customer Engagement and the higher the Customer Lifetime Value!

High-quality, seamless customer interactions — the type that drive higher levels of engagement and ultimately lead to higher customer lifetime value — rest on three pillars:

- › Omnichannel Assisted Experience: agent and/or expert aided personalized, contextually relevant engagements and interactions
- › Omnichannel Automated Experience: unaided personalized, contextually relevant engagements and interactions
- › Actionable Insights: analytics, reporting, and performance management solutions that capture, analyze and apply the right information across the journey

Omnichannel Assisted Experience

Avaya Aura® Contact Center



Avaya Aura Contact Center (CC) is a context-sensitive, inbound/outbound voice and multimedia solution for managing customer interactions.

Avaya Aura CC offers a comprehensive suite of scalable solutions for dynamic contact center environments providing sophistication and differentiation in the care offered to customers. Avaya Aura CC provides omnichannel skill-based routing of voice, email, web chat, FAX, SMS, scanned

documents, instant messages, social media and preview, progressive and predictive outbound.

Context Management gives businesses the right tools for Experience Management, a process that provides businesses a way to understand the full context of a customer (mode of communications, past history and current needs) and then orchestrate people and information to the right agent for a unified collaborative session. By creating a unified collaborative session between a customer, agent and expert, businesses can eliminate the need to pass a customer from person to person throughout a call, repeating information as they go.

Facts / Specifications

Avaya Aura Contact Center 7.0 supports the following Avaya Aura Unified Communications components:

- Avaya Aura System Platform 6.2 FP4, 7.0
- Avaya Aura Solution for Midsize Enterprise 6.2 FP4, 7.0
- Avaya Aura Communication Manager 6.2 FP4, 7.0
- Avaya Aura Application Enablement Services 6.2 FP4, 7.0
- Avaya Aura System Manager 6.2 FP4, 7.0
- Avaya Aura Session Manager 6.2 FP4, 7.0
- Avaya Aura Presence Services 6.x
- Avaya Media Services 7.7

Avaya Aura Contact Center supports integration with:

- Avaya Aura Experience Portal Release 7.0 and 7.0.1
- Avaya Workforce Optimization 12.0 and 12.1
- Avaya Proactive Outreach Manager 3.01 and 3.02

Always check the Avaya Aura 7 Overview and Specification Guide and latest release notes for the most up to date information on Service Pack and Feature Pack levels. This document can be found on support.avaya.com under Product-specific Support for Avaya Aura CC.

Omnichannel Assisted Experience

Avaya Aura® Call Center Elite, EMC

Building on the performance, reliability, and flexibility of the Avaya Aura Communication Manager, the Avaya Aura Call Center Elite provides powerful call routing and resource selection capabilities designed to help agents handle calls more effectively.

Avaya Aura Call Center Elite is an optional, fee-based, separately licensed product delivered in the Avaya Aura Communication Manager codebase. It provides configurable, conditional voice call routing commands (Call Vectors), agent selection algorithms, call handling features comprising the agent user experience in telephones and desktops, and a structured event stream used by the off board Call Management System (CMS) for reporting. CMS provides real time and historical reports for call center supervisors.

Elite Multichannel (EMC) utilizes the existing routing and reporting applications, allowing businesses to add email, web chat or SMS/text channels to their existing environment without disruption, enabling businesses to serve customers through their preferred channels and further enhance the customer experience.

Facts / Specifications

- Helps companies deliver a superior end-to-end experience without the need for complex customization. Its Virtual Routing capabilities offer multi-location companies the ability to maximize resource utilization, and for distributed contact centers, features such as Local Preference Distribution and Locally Sourced Music save bandwidth and costs.
- Businesses can provide their customers an omnichannel experience with Elite Multichannel; a fully featured contact center solution with applications for blended inbound/outbound calling, email, web chat, SMS, real-time and historical reporting resulting in higher customer engagement and increased Customer Lifetime Value.
- Options available for non-voice channels include Avaya One Touch Video, CC Mobile, Avaya Automated Chat, Social Media Manager, Social Responder, and Avaya Breeze™ and related Snap-ins.



Omnichannel Assisted Experience

Interaction Center



Avaya Interaction Center is a CTI-based platform for phone and multichannel customer experience management which provides cost effective management of cross-channel interactions that lets enterprises anticipate and resolve customer needs the first time.

Avaya Interaction Center manages all interactions through a universal, media independent Contact Engine that allows voice, email, web chat, and other media to be managed based on enterprise segmentation and business rules. The Contact Engine acts a single point of control and intelligence for all Avaya Interaction Center defined interactions. This enables businesses to create and apply routing strategies and business rules across all channels simultaneously, instead of managing each channel separately, regardless of the physical location of agents and enterprise resources.

Facts / Specifications

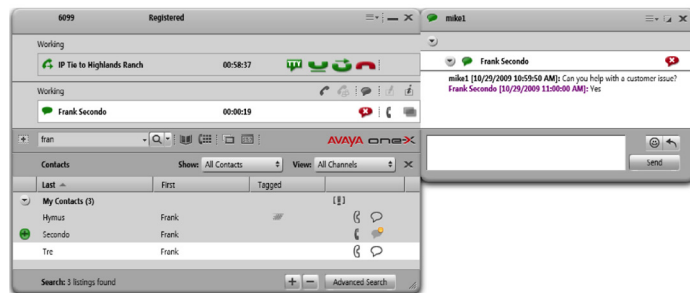
Avaya Interaction Center offers a set of modular components that can be deployed in different ways to address different customer needs:

- Media Channels
 - Voice
 - Email Response Management System with Content Analysis
 - Web Solutions including Chat, Collaboration and Web based Call Back
- Avaya Agent Application
 - Avaya Agent Rich Client
 - Avaya Agent Thin Client
 - Avaya SDK Client
- Avaya Interaction Center Core Services
- Tools and Administration
- Siebel Integration

Some of these components are mandatory, while others are optional. The combination of components in a particular installation depends on an organization's requirements.

Omnichannel Assisted Experience

CC Elite Desktops: Avaya Agent for Chrome, Avaya one-X Agent, VDI Agent



Agent client applications enable customers to meet their desktop strategy, operating system preference, and contact center

approach whether the agent is working at headquarters, in a local branch, or in a home office.

Avaya Agent for Chrome

Avaya Agent for Chrome, available today for Chromebooks, provides remote or office-based agents with access to Avaya Aura Call Center Elite, which can be either cloud or premise-based.

Avaya Agent for Chrome augments the agent experience by delivering incoming and outgoing call notifications to the agent's desktop and provides the ability to control those voice calls.

Avaya one-X Agent

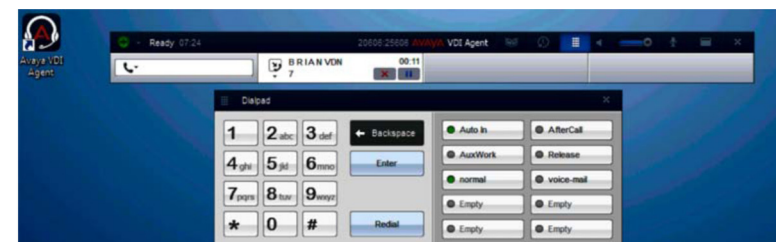
The simple, dynamic, streamlined intuitive user interface of Avaya one-X Agent includes capabilities such as Agent State, Presence, IM, Desktop Sharing, Agent and Queue Statistics, Reason Codes, Screen-Pops, Click-to-Dial and more. One-touch access to functions such as Conference and Transfer helps agents be more productive.

Other capabilities of Avaya one-X Agent include real-time VuStats to display key performance indicators, such as the number of calls in queue, to keep agents informed. An embedded screen pop capability delivers customer contextual information to agents' desktops when calls arrive, shaving valuable seconds off each call.

VDI Agent

Avaya VDI Agent extends secure, reliable, high-quality voice service to contact center agent devices while simplifying Virtual Desktop Infrastructure (VDI) management.

VDI technology adoption is rapidly growing, delivering quality remote client computing capabilities. VDI Agent is an IP agent softphone working over VDI, with complete transparent standalone failover capabilities. A shared control protocol between the data center and the local agent client allows the bypassing of voice and media transportation in the event of a VDI network failure. Voice communication is maintained through the agent's headset and softphone running on open computing platforms.





Omnichannel Automated Experience

Avaya Aura® Experience Portal

Avaya Aura Experience Portal is a unified software platform that enables organizations to orchestrate omnichannel customer experience from self-service across any channel or media, including phone, video, email, or SMS, to inbound and outbound interactions. It also enables the seamless hand over to live agent-assisted service should this be required.

Avaya Aura Experience Portal, and the applications that run on it, enable capabilities such as:

- Automating common repetitive tasks with self-service applications
- Self-service and assisted service routing with advanced call treatment & segmentation – provided by Intelligent Customer Routing
- Predictive agent-based dialing campaigns – provided by Proactive Outreach Manager
- Two-way, proactive, agentless notifications including voice, email & SMS / text notifications and interactive services – provided by Proactive Outreach Manager
- Callback options, either immediately or at a day/time convenient to the caller, to eliminate the need for customer to wait in queue -provided by Callback Assist
- Integration with mobile applications to provide easy-to-use mobile self-service as well as a seamless hand over to a contact center agent, with all the contextual information required to speed up and improve the customer interaction, should the customer require agent assisted support – provided by Customer Connections Mobile.

Facts / Specifications

- Provides pre-packed applications e.g. Proactive Outreach Manager, Callback Assist, Intelligent Customer Routing, etc. that run on this infrastructure to cost effectively coordinate the use of resources and speed time to market
- Integrates with Avaya Aura Contact Center and Call Center Elite to provide seamless handoff of customer and context to live agents
- Provides highly scalable, high availability modular architecture, so customers can build on existing investments
- Supports standards such as VoiceXML and CCXML
- Provides on premise, cloud and hosted deployment options
- Manages all automated services and applications on a single, open software only platform
- Supports virtualization to reduce hardware footprint and simplify management
- Delivers centralized management and reporting



Omnichannel Automated Experience

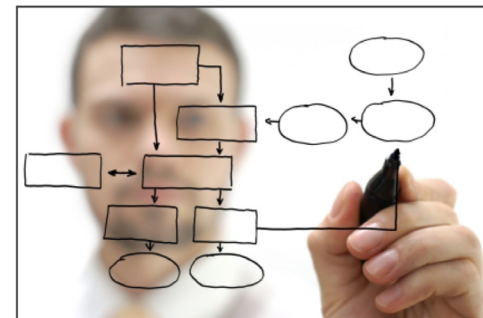
Avaya Aura® Orchestration Designer

Avaya Aura Orchestration Designer is a unified, open standards-based development environment for the design, simulation, maintenance of agent scripts and inbound / outbound self-service, supporting Avaya Aura Experience Portal, Avaya Aura Contact Center and prior Avaya IVR systems (MPS, Avaya Voice Portal, IR).

This tool helps organizations design efficient, consistent workflow for agent and self-service interactions, reducing time to market, lowering cost, and improving response to customer needs.

Facts / Specifications

- Leverages best practices from Dialog Designer and Service Creation Environment
- Built on Eclipse open source framework for integration with third-party developer tools
- Ships at no cost with Avaya Aura Experience Portal, Avaya Aura Contact Center or download from Avaya DevConnect
- Supports custom integration with Pluggable Data Connectors by packaging complex web services and providing third-party connectors thereby lowering the cost of application development and simplifying integration





Omnichannel Automated Experience

Intelligent Customer Routing

Customer Routing helps enable organizations to capitalize on today's competitive differentiator – great customer experience – by enabling companies to segment and route customers intelligently and deliver personalized call treatments based on customer profiles and context.

Intelligent Customer Routing is a software based solution that works on Avaya Aura Experience Portal. It enhances the customer experience across self-service and agent-assisted services by providing advanced call treatment, customer segmentation and routing to the best resources. It oversees and dynamically manages all available resources to help ensure a better match between the agent and the work / customer requirements, thereby resolving the customer's needs in the most cost effective and timely manner.

Intelligent Customer Routing includes:

- Speech, video and other multimedia interaction components to use as part of an initial call treatment
- “While you are waiting...” support interactions that enable productive hold times with activities such as information gathering, personalized services and/or offer overviews
- “Enterprise and beyond” policy-based routing and agent resource selection including expert, contact center agents and even outsourcers
- Optimized management of geographically distributed systems through zoning which allows further control of network traffic to lower WAN costs

Facts / Specifications

- Simplifies management of automated services on a single platform, Avaya Aura Experience Portal
- Lowers cost of ownership through simplified infrastructure, expanded agent pool, reduced support costs
- Leverages new standards for transition to full SIP architecture
- Leverages existing investments in infrastructure and licensing while taking steps toward next generation solutions
- Provides unlimited scalability beyond the capacity limitations of a single ACD
- Eliminates geographic boundaries through true enterprise routing and intelligent load balancing across ACDs
- Eliminates pre-route and computer telephony integration (CTI) complexity by leveraging Session Initiation Protocol (SIP) to create a solution that can route to multiple ACDs, even in a multi-vendor environment





Omnichannel Automated Experience

Callback Assist

Avaya Callback Assist delivers improved customer experience during peak call times and improves agent utilization during off-peak times.

Callback Assist gives customers a choice, rather than waiting in queue, to receive a callback at a time of their choosing – either immediately or at a day/time convenient to the caller. The Callback Assist application retains the customer's place in queue, regardless of when the call back occurs (immediately or at the requested time).

Callbacks can be offered to customers based on Estimated Wait Time. A web service interface enables callback requests from websites.

Callback Assist resides on Avaya Aura Experience Portal. Callback Assist leverages CMS, IQ or OA reporting to make operational decisions.

Organizations who use Callback Assist in their contact center can achieve the following benefits:

Lower Costs:

- Reduce toll charges
- Lower infrastructure costs with SIP
- Avoid hiring additional staff to meet service levels

Optimize Contact Center Operations:

- Shift customers into valleys of agent productive time
- Decrease call abandon rates
- Achieve service level targets

Improve the Customer Experience:

- Leverage superior flexibility by enabling customers to reach the contact center through their entry point of choice and at the time of their choosing
- Reduce customer annoyance; improve agent morale
- Decrease hold times

Facts / Specifications

- Deployment support for both CTI and SIP environments
- Easy to use, web-based configuration
- Support for multiple languages
- Dynamic prompting
- Standard reporting including Call Disposition, Hourly Summary, Daily Summary, Pending Callback Real-time, Canceled Callbacks
- High Availability via Centralized Database with support for replication, Redundant Engines, Multiple Sites, Redundant Audio Server





Omnichannel Automated Experience

Proactive Outreach Manager

Proactive Outreach Manager provides a complete outbound communication solution that unifies predictive agent-based dialing campaigns with agentless voice, email & SMS / text notifications and interactive services. It helps organizations to lower costs, improve customer response and grow revenue.

Proactive Outreach Manager helps enable organizations to:

- Deploy phone, mobile, email and SMS services quickly, for less, by creating and deploying new outbound voice and multimedia services using existing Web applications
- Provide timely communication of information, alerts, reminders and status updates through email, SMS text or phone based on a customer's personal preferences
- Serve customers more effectively through automated channels where preferred, and reduce inbound call traffic by anticipating inquiries with pre-emptive, proactive outreach
- Create and execute customized cross-sell and / or up-sell automated campaigns to raise awareness of new products and services as well as generate new or upgrade sales

Facts / Specifications

- Provides software-only implementation running on Avaya Aura Experience Portal, an open, scalable, high-availability platform, and supports SIP, IP, TDM, or mixed environments
- Includes robust management, reporting, development, and virtualization (VMware) capabilities to help organizations reduce costs and simplify operations
- Integrates with Avaya Aura Call Center Elite or Avaya Aura Contact Center to:
 - Provide two-way SMS and email interactive services paced automatically to inbound service levels
 - Help enable agent blending so inbound focused agents can execute outbound dialing and vice versa





Omnichannel Automated Experience

Proactive Contact

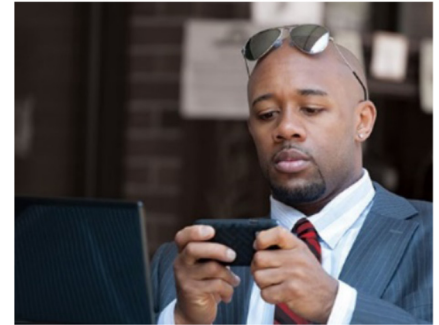
Proactive Contact is the industry-leading outbound platform from Avaya for creation and management of outbound campaigns and customer communications. It offers superior voice detection and predictive dialling capabilities that alongside inbound/outbound agent blending help improve customer satisfaction, increase agent productivity, and maximize return on investment. Proactive Contact uses industry leading call detection and the most advanced call pacing algorithms for optimizing customer service and agent productivity. When combined with a proven track record of over 99.9% system uptime and flexible agent blending options, it helps customers more quickly impact business results, lower cost per contact, and achieve a superior return on investment with quicker payback. The latest release delivers several customer requested enhancements that further improve outbound campaign effectiveness and agent productivity while helping lower ownership costs.

Proactive Contact helps organizations comply with regulations and manage service levels with capabilities such as:

- Industry leading call detection of 98.9% delivers a higher percentage of live contacts to agents
- Enhanced Cell Phone Detection improves dialing effectiveness to mobile customers
- Cruise Control call pacing helps guarantee service levels met by automatically adjusting call pacing so supervisors don't need to continuously adjust call pacing manually to meet abandon rate target
- Do-Not-Call list management

Facts / Specifications

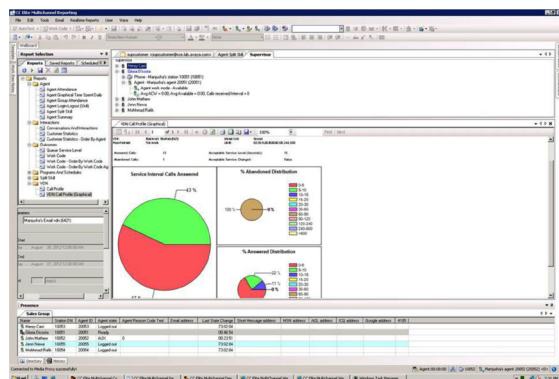
- Supports:
 - Voice Detection with up to 98.9% accuracy
 - Predictive and Preview Dialling
 - Agent Blending
 - Cruise Control and Campaign Management
 - Multi-dialer Capabilities
 - Report, Telephony Resource and List / Data Management
- Provides highly scalable and reliable distributed component-based technology that can be deployed flexibly across systems and locations
- Based on open architecture that can be integrated into existing IT infrastructures
- Leverages industry standards like CORBA, J2EE, SOAP, XML for complete migration path to multimedia customer interaction





Actionable Insights

Call Management System



Avaya Call Management System (CMS) provides an administrative interface to the automatic call distribution (ACD) feature of Avaya Aura Call Center Elite.

Avaya Aura Call Center (CC) Elite is an

optional, fee-based, separately licensed product delivered in the Avaya Aura Communication Manager codebase. CC Elite provides configurable, conditional voice call routing commands (Call Vectors), agent selection algorithms, call handling features comprising the agent user experience in telephones and desktops, and a structured event stream used by the off board Call Management System for reporting.

CMS provides real time and historical reports for CC Elite call center supervisors.

Facts / Specifications

- CMS Supervisor client provides comprehensive administration and reporting capabilities using a familiar Windows interface via a thin client and/or a thick client
- Avaya CMS Mobile Supervisor is a free mobile supervisor app, available for various Apple iPad models, that enables supervisors to monitor agent performance while away from their desk, quickly seeing problem areas that need attention
- Customers can view over 200 real-time and historical reports
- Report Designer packages give the ability to create customized text and/or graphical reports; Report Wizard provides a fast and easy shortcut to create the vast majority of custom reports
- CMS Supervisor desktop client can export a snapshot of the report and save as HTML file for viewing on Internet or Intranet; Data Export ability automatically exports specified data into another application or file
- External Call History (ECH) feature provides data feeds for external applications such as Workforce Management systems used for agent scheduling and adherence
- CMS High Availability provides a fully redundant back-up CMS and helps prevent data loss caused by maintenance and upgrade activity; helps customers ensure the continuity of their business operations

Actionable Insights

Avaya Aura Workforce Optimization

Avaya Aura Workforce Optimization is a strategic element of the Avaya Customer Engagement portfolio. Avaya Aura Workforce Optimization can help organizations engage their customers and power the success of their contact center by driving better resource performance, higher productivity and exceptional customer service. Avaya Aura Workforce Optimization unifies Contact Recording, Quality Monitoring, eLearning, Coaching, Performance Scorecards, Workforce Management, Voice Analytics, Desktop and Process Analytics, and Customer Feedback under one platform that provides a single user interface and centralized system administration and reporting.

With Avaya Aura Workforce Optimization, contact center and back-office operations can capture, share, and act on information from across the enterprise. As a result, organizations can make better decisions faster, and transform customer service from a detached business function into a strategic enterprise asset.

Avaya Aura Workforce Optimization helps organizations:

- Establish realistic forecasts and performance goals
- Schedule and deploy the right number of staff with the appropriate skills to meet customer needs
- Capture customer interactions through full-time recording, based on user-defined business rules, or through random or on-demand recording
- Securely record and store transactions to meet Payment Card Industry (PCI) standards
- Ensure Data Security standards through optional encryption management
- Measure performance to identify excellence and problem areas
- Apply intelligent analytics to customer interactions to investigate opportunities for optimizing people, processes and customer relationships
- Take action by delivering targeted training or re-engineering processes and refine forecasts and performance goals based on the valuable data collected

Facts / Specifications

- Deployed as a single-provider, unified solution – best solution to support Avaya contact centers
- Minimizes initial costs and total cost of ownership with inclusive DMCC and TSAPI licenses
- Native Apple iPhone and Android application to help frontline employees and managers gain the benefits of the Avaya Aura Workforce Optimization solution while mobile
- Support up to 50,000 agents per WFO instance
- Provides unified, modern, dynamic user interface to better manage and analyze omnichannel interactions
- Provides unified reporting engine and administration





Actionable Insights

Desktop Wallboards

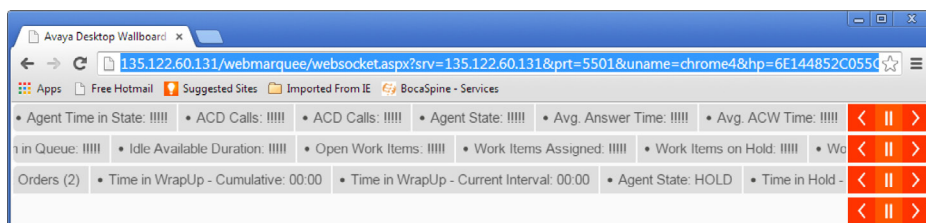
Avaya Desktop Wallboard is a reporting solution that empowers agents (on-site and remote agent desktops) by keeping them informed of contact center performance levels, messages, and instant notifications from administrators. It features multiple scrolling marquees working together to display dynamic information gathered from multiple sources including Avaya Call Management System, Avaya IQ, Avaya Operational Analyst, and the Desktop Wallboard database. Each data source will display the relevant data on a separate line in the marquee.

Through an easy-to-use web-based interface, contact center administrators can choose to display the performance statistics for any metric that the center utilizes, such as Average Answer and Talk Time, or Length in Queue and Calls Abandoned. Additionally, contact center supervisors can also use the Avaya Desktop Wallboard application to send motivational or general information messages to specific agents, groups of agents, or the entire contact center.

Avaya Desktop Wallboard 6.0 introduces a Web Marquee for the contact center agents, which eliminates the need to deploy a software component on every contact center desktop that requires access to Avaya Desktop Wallboard information.

Facts / Specifications

- Software only solution
- Customer provides the required hardware
- Platform requirement – Avaya Aura Communication Manager 5.2.1 or higher
- Interoperability requirements vary for data feed:
 - CMS 13 or higher
 - Operational Analyst 6.1.x or higher
 - IQ 5.1 or higher and Data Export API product licenses



Actionable Insights

Control Manager

Avaya Control Manager is a centralized operational administration solution that enables administrators to control key administrative elements across an Avaya based contact center and unified communications environment.

It provides the powerful ability for both technical and non-technical administration users to manage all key day-to-day operations such as Agents, Users, Extensions, Voice Mails, Hunts and Skills from a single Web-based user interface.

A core value of Avaya Control Manager is that it complements the entire Avaya Contact Center suite by combining and integrating key management and administration tasks of a wide range of contact center entities. Rather than focus on technology components and IP telephony entities, Control Manager sets the spotlight on clear and intuitive functional hierarchy and call center business logic.

Avaya Control Manager is a software-only offer, available in all regions. The relevant hardware server and associated Microsoft operating system and base software is provided by the organization or partner.

Facts / Specifications

- Single point of administration to create the Contact Center Administrators, Supervisors, Users and Managers
- Centralized selective provisioning of applications within the solution (i.e. CMS, IQ, Avaya Aura Contact Center, Avaya WFO, etc.)
- Unified Username and Password access to all assigned applications
- Role-base Permission engine to secure every aspect of the user's access to selected Skills, VDNs, Vectors and Locations
- Ability at the user permission level to Read, Write, Edit and Delete specific features and fields





Case Studies

HomeChoice



HomeChoice is the largest home shopping retailer in Southern Africa, selling homeware merchandise to the expanding urban middle-income mass market. Established in Cape Town in 1985, the group has evolved from a mail order business into an omnichannel home shopping retailer with a customer base of more than one million people. Channels include direct mail, phone, fax, and email orders, inbound and outbound contact centers, and social channels such as Facebook and Twitter.

"It was easy for us to identify the return on investment for each Avaya component."

Michael Lazarus, ICT Manager of HomeChoice International PLC

Industry: Retail

HomeChoice

HomeChoice Chooses Avaya, Driving Double Digit Increase in Customer Satisfaction

Challenges

- Outdated and incompatible technology had created a significant gap between customer needs and the experience that HomeChoice was able to deliver
- Downtimes during campaigns and peak call activity were frequent, led to an inconsistent customer experience, and hampered outbound sales calls

Solution

- Avaya Aura Communication Manager
- Avaya Aura Session Manager
- Avaya Session Border Controllers
- Avaya Contact Recorder
- Avaya Proactive Contact
- Avaya Aura Contact Center
- Avaya Aura Experience Portal
- Avaya Aura Workforce Optimization

Results

- Customer satisfaction levels up by 11%
- Inbound sales revenue up by 4.1%
- Online shopping basket abandons converted to sales: from zero to 7%
- Document handling efficiency up by 71%
- Service levels rose from 73% to more than 87% out of the box
- Service downtime from 43 hours (2013) to 0 hours today
- Support and service costs down by 18%

Read the Full Case Study: [HomeChoice](#)

Case Studies

RushCard



RushCard provides underserved customers with easily accessible prepaid debit cards. The company has established a long list of innovations: one of the first to offer direct deposit and also check-writing to prepaid cardholders. Founded in 2003, RushCard is headquartered in Cincinnati, Ohio.

"Because of Avaya's ability to provide a system that allows us to handle large call volumes, and report accurately back to our client, we significantly reduced the amount of email follow-up time the client had to utilize during their peak season."

*Will Westmoreland, Vice President, NeoVox –
call center partner for RushCard*

Industry: Finance



RushCard Boosts Customer Satisfaction with Avaya Contact Center Solutions

Challenges

- Improve call handling times and call-resolution rates
- Provide faster and more efficient service to boost customer satisfaction
- Increase first-call resolution
- Monitor and track call center metrics in real time

Solution

- Avaya Aura Platform
- Avaya Aura Contact Center
- Avaya IQ
- Avaya SBC-AE 500
- Avaya one-X Agent
- Avaya 9600 Series IP Deskphones

Results

- Agents answer calls 132 seconds faster
- Customer satisfaction scores increased by more than 12%, to scores of over 90%
- Agents handle calls an average of 47 seconds faster
- First-call resolution increased by 12%

Read the Full Case Study: [RushCard](#)

Case Studies

Yihaodian



Yihaodian is one of the leading B2C e-commerce companies in China. Selling over 2 million products throughout China, Yihaodian is committed to offering a vast selection of products at low prices and a superior customer experience enabling its customers to enjoy a modern lifestyle.

"We are dedicated to constantly enhancing our customer's shopping experience. The new contact center as a place to directly interact with our customers has played a critical role."

Harvey Wang, Vice President, Yihaodian

Industry: Retail



Avaya Ensures a Great Customer Experience for Leading Chinese Online Retailer

Challenges

- Rapid growth becoming one of China's leading online retailers
- 40 million registered users, over US\$ 445m annual revenue
- Must significantly differentiate itself with customer service
- Enable Yihaodian to deal with growing volumes of multichannel enquiries

Solution

- Avaya Aura Contact Center - 450 agents
- Avaya Aura Workforce Optimization
- Avaya Professional Services
- Avaya Aura Communication Manager

Results

- Improved services - more personal, more flexible - and greater ability to deal with seasonal spikes in demand with high quality multichannel interaction
- Platform for future expansion as the business grows - including connecting additional sites to the core solution
- Continuous customer service improvement through centralized recording of customer interactions, feedback management, speech and data analytics
- Can manage agent resources and schedule them according to actual needs to optimize performance

Read the Full Case Study: [Yihaodian](#)



Avaya Breeze

Enjoy the freedom to innovate. Bring applications to life faster.

Avaya's Engagement Environment solutions are aimed at businesses and developers to provide them a faster, simpler way to create high impact, high value real-time communications applications or communications-enabled business processes. The solution includes Avaya Breeze™ and an ever growing library of pre-built connectors and applications called Snap-ins that aim to help businesses innovate and deploy new communications enabled services faster.

Avaya Breeze and AvayaLive™ Collaboratory are tools and cloud services aimed at business analysts and application developers to help accelerate faster prototyping of ideas and reduce time to market.

Avaya Snap-ins

(connectors, applications, developer code modules)

AvayaLive Collaboratory

(cloud developer sandbox)

Avaya Breeze

(communications middleware)

Avaya Engagement Designer












(visual design tool)



Use Cases

Everyday Communications and Team Collaboration

Everyday Communications

-  **Keep Everyone in the Loop** – Set up need-to-know broadcast lists based on recipients, information (e.g., financial reports, news of big orders, incidents, scheduling) and personal preferences.
-  **Enhance Customer Communications** – Simplify and personalize customer communications by adapting caller ID/from-address, outreach medium (voice, email or SMS) and reply-back options.
-  **Real-time Incident Notification** – Use exception information pulled from enterprise systems to trigger alerts to the right people.
-  **Skills Lookup** – Find right person with right skill, e.g., enable an IT manager to find resource with knowledge and availability, to resolve an issue.
-  **Conference Call Activation** – Use voice activation from a mobile device to select the right conference call to join.
-  **Seamless Transfer** – Make it easy for confidential calls on one device (e.g., conference room speakerphone) to be transferred to a private device.
-  **Missed Call/Text Alert** – Enable sales reps, managers, etc. to set automatic alerts and actions if a call is missed or a text is not responded to.
-  **Executive Callback** – Give executives a visual indication if a called party is on the phone. If the called party is away, a callback is initiated when they next use their phone.
-  **Visual Calling (hearing-impaired)** – Convert audio of a phone call to text in real time and present on a web interface for hearing impaired.
-  **Incident Polling** – Create polling messages to identify who is being impacted by an incident (e.g., an IT outage).
-  **Toll Fraud** – Block outbound calls based on (but not limited to) time of day, outbound phone number, phone extension called from, etc.

Team Collaboration / Event Response



- Team Formation** – Use email, voice or SMS to quickly assemble teams across locations based on project, task, event, time of day, schedule, skills/responsibilities.
- Escalation** – Establish rules for escalating incident notification based on work schedules, response/no response, skills and chain of command.
- Response App** – Provide a mobile app that enables team members/responders to share data, video, etc., as it is captured.
- Real-Time Situational Intelligence** – Combine real-time enterprise data feeds, news, social media, weather, GIS mapping to provide teams with real-time situational intelligence.
- Event Response Management** – Aggregate event responses. Use audit trails to track who responded to an event, evaluate information that was shared, analyze resolution time frames, etc.



Use Cases

Personalize Customer Service and Enhance Contact Center Operations

Personalize Customer Service

Deliver Real-Time Context – Ensure agents get up-to-the-second information on transactions, browsing and account history and more, so they have the right context for every customer.

Personalize Outbound Caller ID – Control number seen by person being called. Showing local numbers based on location of the customer makes service more personal and increases chances of making a connection.

Integrate Outbound/Inbound – When customers contact you based on an outreach campaign, preserve the context so agents know what prompted the customer call and other relevant information such as the specific offer they are responding to.

Prioritize High-Value Customers – Use incoming calling line identification to route and customize the service provided to high-value customers or customers with deals in progress.

Customer-Specific Service Directory – Give registered customers an online directory of all the unique points of contact (specialists, advisors, etc.).

Rich Media Customer Support – Enable customers to easily show a live video feed of a problem to help resolve issues faster.

Add Live Assistance to Self-Service – Add “click-to-contact” options to outbound notifications to give customers access to contextual assistance and expertise.

Click-to-Contact on Websites – Reduce abandon rates/Increase retention of customers during browsing/shopping by providing easy click-to-call access.

Enhance Contact Center Operations

Understand Customer Journeys – Capture and consolidate customer data gathered from across touch points to do data mining and analysis to improve the customer journey.

Enhance Customer Engagement with Speech Monitoring – Speech monitoring can be used to: track and measure agent compliance, automate matching of the right resource based on key words, trigger supervisor alerts, improve agent scripting and suggestions.

Enhanced Queue Notifications – When customers use click-to-call but queues in the contact center are too long, send notifications with queue information and relevant support back to the browser or mobile device.

Handling Repeat Callers – Track and identify repeat callers to provide a better customer experience.

Block Malicious Callers – Host a malicious/nuisance callers list to intercept or block nuisance calls in real-time, and enable agents to update nuisance call lists.



Avaya Breeze

With Avaya Breeze you can integrate Avaya unified communications and contact center capabilities into the social, mobile and cloud applications that make your business run, or create new capabilities or applications for your unique needs. This open, extensible application development platform makes it easy to communication-enable your applications.

No detailed or specialized knowledge is required. Instead, the Avaya Engagement Designer graphical development tool lets you drag and drop capabilities onto a canvas to create new workflows and solve critical business issues using a variety of media – including voice, video, text and email.

Facts / Specifications

Single, Integrated

Environment: Develop unified communications and contact center applications based on your company's communication flow and employee needs, unrestricted by technology silos. You can work across channels, processes and systems.

No Prerequisite Knowledge Required: Dive right into development. You don't need a technical background to create and enable speedy delivery of communication applications.

Full Integration with the Avaya Aura Platform: Avaya Breeze comes with the built-in reliability, security and scalability you expect from any Avaya solution.

Snap-in Capabilities: Prebuilt code modules created by Avaya and its extensive network of third-party developers simplify the development process even further.




Snap-ins

Connectors: Email, SMS,
Scopia Video, Presence

Applications: Engagement Assistant, Smart Caller
ID, Call Park and Page, Call Redirection Manager

Developer Modules – Communications:
Mobile Video, Web RTC, Co-Browsing

Developer Modules – Communications: Context
Store, Real-time Speech, Work Assignment

Avaya Breeze Snap-ins

Avaya Breeze Snap-ins are modular, reusable code or capabilities that connect, enable or facilitate a specific application’s action or outcome in a customer’s environment. Developers simply “snap in” the code modules to immediately integrate new functions. Each individual Avaya Snap-in provides value when used independently and exponential benefits when used in combination. There are virtually endless use cases for Avaya Snap-ins since the capabilities apply throughout the enterprise and are not limited solely to Contact Center environments.

Current Avaya Snap-ins include developer connectors for various communications media and Avaya Aura Presence Services, out of the box, fit for purpose applications like Engagement Assistant, as well as developer applications and APIs for use in creating unique, high value custom applications and services.

Connectors

Fit for Purpose Applications

Developer Modules – Communications

Email
**Engagement
Assistant**
Call Park and Page
Mobile Video
Context Store
SMS
Smart Caller ID
**Call Redirection
Manager**
WebRTC
Real-time Speech
Scopia Video
Co-Browsing
Work Assignment
Presence

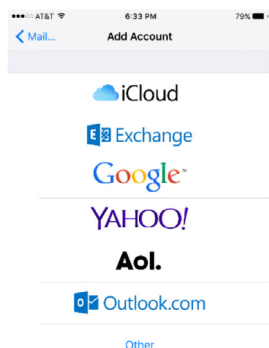


Avaya Breeze Snap-ins

Connectors: Email, SMS, Scopia Video, Presence

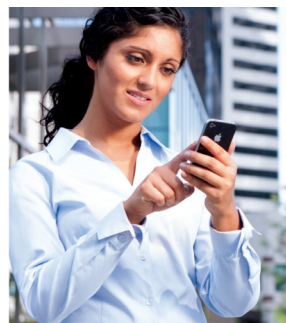
Avaya Breeze includes a wide range of Snap-in Connectors to simplify and standardize integration with various services, systems and applications. Key examples include Email, SMS text messaging, Scopia Video as well as a Presence services connector to provide rich presence information from Avaya Aura Presence Services.

Email



- Enables services to send emails (by using email API)
- Provides an email client that sends SMTP requests to email hosts which will send email out of the enterprise
- Requires integration to the customer's email server
- Client must provide their own SMTP-enabled email service

SMS



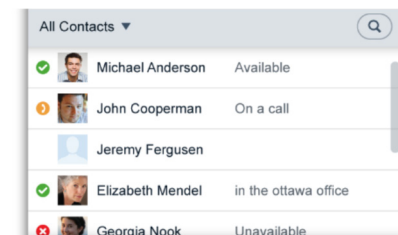
- Enables services to send SMS messages (via SMS API)
- Allows inbound SMS
- Allows outbound SMS
- Requires customer-provided subscription to SMS service (for example, some customers have their own SMS gateway, and may choose to integrate it into Avaya Breeze by creating a connector)

Scopia Video



- Enables services to send API requests to the Scopia Management server (by using the Create Conference API)
- Requires integration to Scopia Solution 8.3 and above

Presence



- Collects and distributes rich presence from Avaya and third-party sources
- Makes it easy for developers to create applications that can get and send presence status of users as well as consume presence related events
- Presence information enables users and applications to locate people that are immediately available to address customer inquiries, handle a service issue, or solve a critical business problem in real time

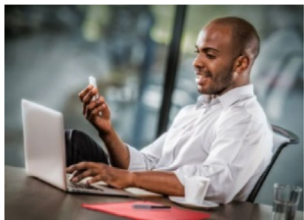


Avaya Breeze Snap-ins

Applications: Engagement Assistant, Smart Caller ID, Call Park and Page, Call Redirection Manager

The Avaya Snap-ins library also includes a growing set of out of the box, fit for purpose applications, aimed to address a specific engagement pain point or deliver specific business value.

Engagement Assistant



- Takes the headache out of manually entering conference numbers and long bridge passcodes
- Particularly useful for mobile business people
- Integrates with Microsoft Outlook calendaring and supports Avaya Aura Conferencing, Avaya Scopia, and other external conference bridge systems
- “One-number conferencing” for all Microsoft Outlook calendar meetings

Smart Caller ID



- Smart Caller ID Inbound augments customer experience with enhanced incoming caller ID information
- Uses CLID/ANI as a search key against a database to provide a name to the employee receiving the call, improving awareness of call context
- Smart Caller Outbound ID augments customer experience with enhanced outbound caller ID information
- Business rules determine which Caller ID information to apply to outbound calls

Call Park and Page



- Enables operator to put incoming calls on hold in a queue while a page is sent to the needed person to call and pick up the parked call from another phone
- Leverages existing paging systems, as well as audio source (music, announcements) providing audio to parked callers
- Operators can easily park calls to a pool of pre-defined Call Park directory numbers
- Simplified Parked Call pickup
- Users can pick up parked calls from inside or outside the enterprise
- Park Directory Number Groups

Call Redirection Manager



- Provides workflow functionality and the ability to redirect calls based on business requirements through SIP and an easy user interface
- Enables call screening and redirect when standard PBX methods (such as call forwarding) are not feasible and without involving IT department configuration changes

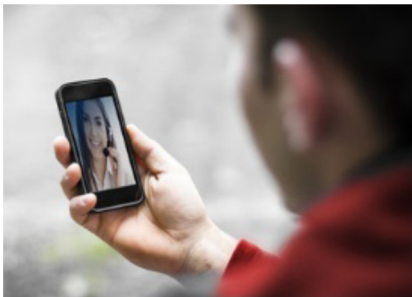


Avaya Breeze Snap-ins

Developer Modules - Communications: Mobile Video, Web RTC, Co-Browsing

Many Avaya Snap-ins are aimed at delivering communications functionality via RESTful APIs and SDKs which are used by web and communications application developers to create unique, high value custom applications specifically aimed at a business purpose or need. Examples include WebRTC and Mobile Video which provide a developer with pre-built functionality to help them more quickly design and deploy click to call or click to video chat functionality that routes requests into a contact center.

Mobile Video



- Enables Avaya Aura Contact Center users to embed voice and video in their websites and mobile applications
- Provides the infrastructure to handle calls while requiring very few changes to the contact center including the agent experience
- Uses WebRTC to deliver a mobile experience across a wide array of Apple iOS and Android devices, along with WebRTC supported browsers
- Extends existing investments in Call Center Elite routing and one-X Agent desktop

Web RTC



- Adds real-time communications to any website making customer contact and support easier
- Supports call security features between the web browser and any agent endpoint supported on Avaya Aura Platform (SIP or H.323)
- No installation is required by the user – any device with a WebRTC capable browser has immediate access
- Can traverse the customer's firewall without the need for a VPN with Avaya Session Border Controller for Enterprise

Co-Browsing



- Enables developers to create solutions that allow online users to share, browse and collaborate on web page content in real-time
- Enriches customers / agent web and mobile interactions
- Online or mobile with no plug-in or software download required
- Improve customer satisfaction
- Improve first contact resolution
- Shorten contact handling time



Avaya Breeze Snap-ins

Developer Modules - Communications: Context Store, Real-time Speech, Work Assignment

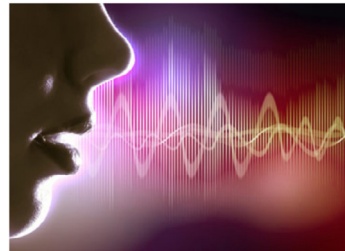
Many Avaya Snap-ins are aimed at delivering communications functionality via RESTful APIs and SDKs which are used by web and communications application developers to create unique, high value custom applications specifically aimed at a business purpose or need. Examples include Context Store, which provides prebuilt application functionality for creation of real-time customer databases, and Work Assignment, which provides a pre-built attributes-based matching engine for use in real-time personalization of customer interactions or in enterprise dynamic team formation uses.

Context Store



- Enables organizations to create a centralized repository of customer and enterprise information that is instantly accessible by people and applications enabling better collaboration and engagement
- Uses:
 - Simplify collection and sharing of real-time information across enterprise applications, systems, and customer touch points
 - Document real-time customer journey across mobile, web, contact center to personalize self-service and contact routing
 - Consolidate relevant data for export to business insights or customer experience analytics applications
 - Store information for simple non-CTI based one-X Agent screen-pop

Real-time Speech



- Consolidated set of RESTful APIs for developers to use to create applications that need real-time speech monitoring of calls or rely on interactive speech search
- Enables faster, easier development of speech enabled applications and workflows
- Simple, flexible and powerful query structure provides increased accuracy
- Utilizes RESTful web APIs for simplified development
- Based on phonetic speech search technology

Work Assignment



- Next generation work distribution engine for developers to create applications that leverage real-time data to optimize matching of the right enterprise resource to customer inquiries or back office enterprise tasks based on predefined business goals and rules
- Centralizes real-time distribution of work across a single universal resource pool, handling virtually any mix of front office or back office interactions and transactions
- Work prioritization capability
- Queue to multiple services
- Proficiency level work routing
- Resource and work selection

Avaya Engagement Designer

Avaya Engagement Designer is a visual design tool that lets users select from a palette of capabilities and simply drag and drop them onto a canvas to create application workflows required to solve critical needs.

With Avaya Engagement Designer, technical and business analysts can embed communications capabilities into existing workflows or develop new rich media communications applications without a deep understanding of communications solutions or protocols to create meaningful applications that solve important issues.

Avaya Engagement Designer makes it easy to:

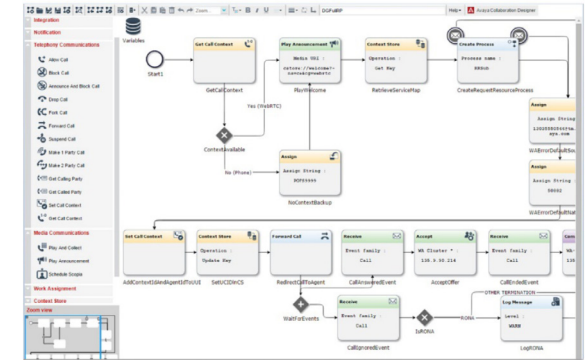
Dream: Easily prototype applications and communications-enabled business processes across the enterprise and contact center.

Design: Move from prototyping to finalizing and executing business processes using an intuitive visual environment.

Deploy: Implement the final application on Avaya Breeze.

Facts / Specifications

- Intuitive drag and drop GUI for rapid application workflow creation
- Add Snap-in capabilities from a growing list of Avaya and third-party providers
- Create your own Dynamic Task Types and reuse across multiple workflows and applications
- Extensive, expandable and customizable palette to tailor and customize workflows



AvayaLive™ Collaboratory

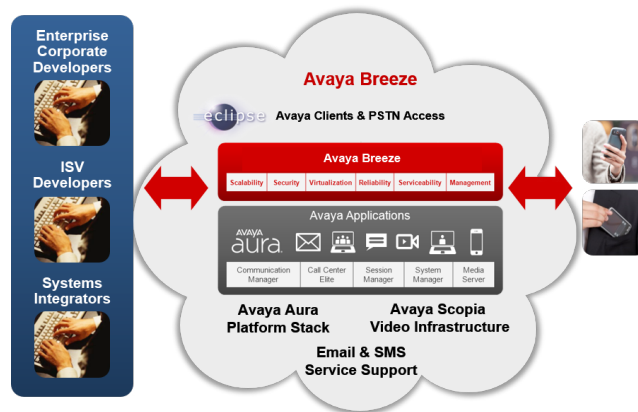
AvayaLive Collaboratory is a developer sandbox in the cloud for fast prototyping of communications applications. It offers Avaya customer and Avaya Partner developers secure access to the full power of Avaya Breeze and Avaya Aura Platform, with no on-premise Avaya software components required.

Zero Overhead

AvayaLive Collaboratory is an Avaya-hosted execution and test environment for development and prototyping of Avaya Breeze applications.

AvayaLive Collaboratory enables developers to quickly get started on development activities with minimal effort, and at minimal cost.

Whether interested in basic telephony or rich multi-modal, omnichannel services or collaboration, an AvayaLive Collaboratory subscription offers a unique opportunity to explore and learn about the full power offered by Avaya Breeze.



Facts / Specifications

Each AvayaLive Collaboratory subscriber is provided with access to a fully-configured and ready-to-go execution environment including:

- Avaya Breeze and Media server
- Develop applications in Java or use 'drag and drop' application builder, Engagement Designer
- All the latest Avaya Aura software (including Session Manager, System Manager, Communication Manager, Messaging, Application Enablement Services, and Presence)
- Avaya one-X Communicator and Avaya Scopia video for use as enterprise endpoints
- The ability to place and receive calls and send emails to test your Collaboratory applications
- The latest Avaya Snap-ins including Context Store, Work Assignment, Real-Time Speech, Co-Browsing, Engagement Call Control and more
- Avaya Mobile Video Gateway and Client SDK
- Avaya Aura Call Center Elite including video enabled Avaya one-X Agent components for use with the Mobile Video Snap-in
- Avaya Breeze Connector Services that provide access to email, text messaging (SMS), Presence and conferencing (Scopia) host applications
- Secure access to the AvayaLive Collaboratory via VPN



Customer Engagement and Team Engagement Services



Avaya Professional Services - Customer Engagement

Design & Consulting

Avaya Professional Services has several Optimization and Innovation services, available in one-time or recurring delivery models, that can help organizations solve business problems and achieve stated outcomes.

Advisory Services: These consultative engagements are designed to provide decision makers with the business justifications for investment in communications technology through fact-based assessments and strategies, and operational planning frameworks.

Customer Engagement Transformation: A set of consulting services built to help businesses transform their contact centers and achieve demonstrated improvements in business performance, service delivery, and customer / employee satisfaction.

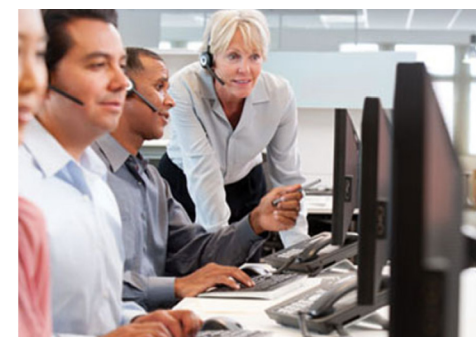
SIP Transformation Services: Intended for enterprises who are considering making an investment in a network infrastructure project evolving from TDM to SIP and who need help in building a detailed financial justification and phasing options.

Cloud Transformation Services: Designed for both enterprises and Cloud Service Providers (CSP's) to help develop and implement their cloud strategies.

Social Media Services: Leverages Avaya's Professional Services consultants to help organizations develop their strategy around the use of Social Media in their Contact Center.

Contact Center Optimization:

Leverage Avaya Contact Center specialists in the areas of solution architecture, application consulting, and business strategy consulting, helping businesses achieve their objectives.



Solution Architecture Services: Provide the highest level of expertise for Avaya technology to help organizations transition to newer technology and achieve their business needs.

Network Readiness Assessment: Validates whether an organization's network infrastructure is prepared for the demands of a new Avaya solution, minimizing risk and optimizing their deployment.

Security Assurance Services: Allow businesses to secure their Avaya communications solutions, meeting their unique compliance and security standards.

Performance Monitoring: A comprehensive monitoring and diagnostics solution for IP based communications systems.



Avaya Professional Services – Customer Engagement

Implementation

Simply being a leader in Contact Center products and solutions is not good enough. Our customers expect this technology to be implemented in a way that maximizes their investment and assures these products work as designed. Avaya Enablement services does just this – designing and deploying Avaya technology to meet the potential and expectations of customers.

Deployment Services



Designed to provide Avaya end customers and business partners with prepackaged implementation services on Unified Communications equipment. Services are available in Basic, Standard and All-Inclusive packages.

Project & Program Management

Provides both the implementation methodology and resources needed to drive consistency, quality and efficiency in communications technology deployments. Qualified resources plan and manage all aspects of an organization's solution deployment with a single point of accountability.



Avaya Testing Services



Offers exclusive tools and testing procedures to ensure that new hardware and software solutions integrate smoothly into an organization's communications environment prior to cutover.

Avaya Residency Program

Expert resources are available from Avaya for a range of services for short-term or long-term staffing needs. The program offers three types of services – Resident Specialist, Resident Engineer and Dedicated Technician – with Avaya professionals to augment an organization's in-house staff and fill gaps in available skills and experience.





Avaya Professional Services - Customer Engagement

Software Applications

Avaya Advanced Software Applications help businesses expand the benefits of Avaya customer engagement solutions driving customer differentiation and enabling competitive advantages in the marketplace. These solutions help to solve the most complex and specific business challenges while leveraging the most innovative technology available.

Software Connectors: These middleware solutions expand functionality within the contact center through integration of otherwise disparate systems through connector interfaces. Connectors are available for CRM systems such as SAP and Salesforce, reporting and payroll systems, third-party call center and recording systems, and between different Avaya customer engagement products.

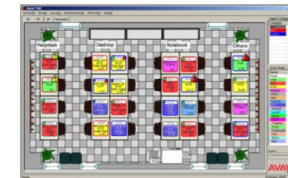
Agent Solutions: Designed to further the ROI of Avaya contact center investments and provide additional flexibility for agents and contact center operations, while improving customer interactions and enhancing the agent experience within the center. Some examples of Agent Solution applications include: Avaya Agent for Chrome, VDI Agent and One Touch Video.

Automated Self Service: Leverage and bring out the value of Avaya self-service platforms with solutions to address many use cases for both incoming and outgoing scenarios. Many applications are available for customer routing, self-service interactions and proactive notifications in fully packaged, personalized or custom deliveries.

Analytics: Enhance Avaya solutions with valuable tools to help manage the center and improve caller experiences. Insights into many aspects of contact center performance, enable contact center and business managers to improve agent performance. Applications such as Avaya Agent Map, Contact Analyzer and Avaya Desktop Wallboards allow agents and supervisors to make quick and informed decisions on contact center operations.

Avaya Breeze Snap-ins:

Deliver proven Avaya communications capabilities in an easy-to-use development environment – a virtual toolbox of pre-programmed tools and snap-ins – that businesses can add to just about any business process and “pull things together.”



Custom Application Development: Applications can be purchased and deployed as easily as any product, or fully customized and developed specifically from an individual organization's requirements. Either way, Avaya Professional Services application consultants and technical delivery resources ensure that requirements are understood and are satisfied in the deployed system.

Application Support: Technical support for these software applications through a distinct service offering that fully integrates with standard Avaya support services for core software.



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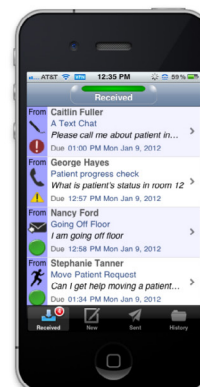
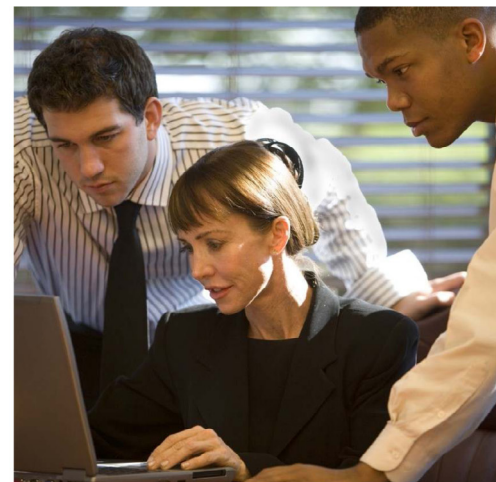
Avaya Notification Solution: Allows businesses, government agencies, education and healthcare institutions to transmit critical information across the organization real-time, prompt for and consolidate a response, and provide instant collaboration.

Mobile Activity Assistant: Enables mobile workers to send and receive actions and notifications on their Android and Apple iOS mobile devices – prioritized by urgency and importance with easy-to-recognize icons.

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Support Services

Avaya Support Advantage Preferred

Avaya Support Advantage Preferred is an award-winning, comprehensive, customizable, globally consistent support services offer that can be purchased directly from Avaya or through an Avaya authorized partner. Achieve maximum performance and uptime of your communications network, including proactive prevention and rapid resolution of problems, and continual optimization.

- 24 X 7 Remote technical support
- Access to Avaya Support Website, updates and fixes
- Enable Avaya remote support via **Secure Access Link (SAL) Gateway software**
- Diagnose interoperability issues across mixed environments and isolate the root cause faster with **Multi-Vendor Collaborative Support**
- 90% alarm auto-resolution and 73% more likely to avoid an outage with world class automated diagnostics and proactive restoration capabilities using **EXPERT SystemsSM**
- Unprecedented network visibility with Avaya Diagnostic Server with **SLA MonTM technology** to help optimize network performance
- Rapid resolution with response **SLO of 15 minutes via the web and proactive alert of network issues (PSTN & IP)**
- Simple and automated movement of licenses globally with **Global License Portability**
- Increased security and ease of managing authentication policies with **Avaya Secure Access Link Policy Server software**
- **Major Software Upgrades via Upgrade Advantage for investment protection**
- Added coverage options for **Advanced Parts Replacement, Onsite Support and Advanced Services**

Advanced Services Options

Move, Add & Change (MAC) Services

Access to trained experts for move, add, change and delete activities

Product Correction Support

Avaya installation for all Avaya-issued PCNs, software, firmware updates

Release Management

Maintains proper software control and distribution of software updates

Dedicated Technician

Avaya certified technician performs day-to-day support

Single Point of Contact

Designated team of specialists to address all service needs

Client Service Manager

A trusted advisor to handle service escalations, planning and more

Local Advantage

Support team of American citizens, English-speaking experts with routine background checks

Global Advantage

Globally consistent and cohesive support across locations

Support Services

IP Office Support Services - Partner Led, Backed by Avaya

To keep your engagement solutions performing at peak levels, the IP Office Support Services offer is available through your Avaya Authorized Partner, with manufacturer-backed support from Avaya. The IP Office Support Services offer is comprehensive and affordable coverage that **maximizes system uptime, optimizes solution performance and protects your investment in Avaya technology.**

The IP Office Support Services offer is available for the base **Avaya IP Office Platform, IP Office Contact Center and Avaya Contact Center Select.** It provides your organization with the support you need, when it's needed, through flexible options. Simple and easy to access, the base offer for IP Office Support Services includes:

Offer Highlights

Base Offer via Wholesale or Co-Delivery Includes:

- Remote Technical Support 8x5x5
- Major Software Upgrade Licenses
- Enhanced Remote Connect (SSL/VPN)
- Access to Avaya Support Website, Software Patches and Updates

Additional Coverage Options:

- 24x7 Remote Support
- Parts Replacement - NBD, 4 hour delivery
- Onsite Parts Replacement (US)

Easy Prepaid Terms: 1, 3 or 5 year

One fee per server/node; Per license fee for Contact Center

Function Matrix	Wholesale	Co-Delivery
Installation of System and Upgrades <ul style="list-style-type: none"> • Register product, configure and test remote connectivity • Onsite support and backups 	Partner	Partner
Who Contacts Avaya for Support	Partner *or Customer if remote connectivity was enabled and tested	Partner
Initial Product Triage and Log Collection	Partner does Tier 1	Partner
Tier 2 Support	Avaya (remote tech support)	Partner
Install and Return of Defective Part	Partner *or Avaya if Onsite APR coverage (Onsite APR coverage is limited to parts replacement, not general support)	Partner

Avaya Private Cloud and Managed Services

The **Avaya Private Cloud Services** portfolio includes both private cloud-based applications and managed services. The portfolio consists of two main offers and supports both Avaya and other vendor applications.

Communications Outsourcing Solutions (COS) support custom and private cloud environments and are designed to meet specific requirements. COS is based on our standard Managed Services, described below, but can be customized to meet complex specific requirements. COS simplifies the operation of large, multi-vendor environments and significantly reduces your pain points in areas of resources, tools, solution performance and cost. With COS, you can opt for custom service-level agreements (SLAs) with remediation, billing, reporting or integration/eBonding. Many enterprises use COS as a vehicle to transform their environments over time to the latest technology via private cloud delivery. These enterprises leverage an OPEX model inclusive of product and services, and avoid large capital expenditures that can be a barrier to upgrades.

Communications Managed Services are cloud-based Avaya Unified Communications, Contact Center, Data and Video Managed Services sold separately or together. *NOTE: Communications Managed Services are the starting point for the COS solutions described above.* Communications Managed Services are standard packaged offers that support unified communications, contact center, data networking and video. These IT Infrastructure Library® (ITIL)-aligned offers support various service levels, and enterprises have the option to add-on services that provide maximum availability and performance in their environment. Avaya Managed Services can be as simple as **Release Management**, in which we attend to the software and firmware patches and related tasks for all Avaya products, including formal notification of Avaya product updates, an impact assessment of updates within the context of business, and management of the update schedule. Avaya can go further by providing a foundational level of support under the **Managed Assist** offer using our management platform while enabling IT teams to continue owning the changes that impact their day-to-day operations. Additionally, Avaya can fully operate communications infrastructure on a managed services basis through the Avaya **Managed Operate** offer. Both of these offers are fully aligned to ITIL globally accepted standards.

Avaya Management Portal Highlights (included in all Avaya Private Cloud Services solutions)

- Built with **Best in Class** off the shelf **Industry Standard ITIL** components
- **Passive/proactive monitoring** for voice, video, data and business events
- **Human and automated** change, release, configuration and capacity management
- **Understand and remediate** incidents and problems
- **Customizable, real-time and historical performance** reporting of all service elements
- **Multi-vendor** technology and platform support