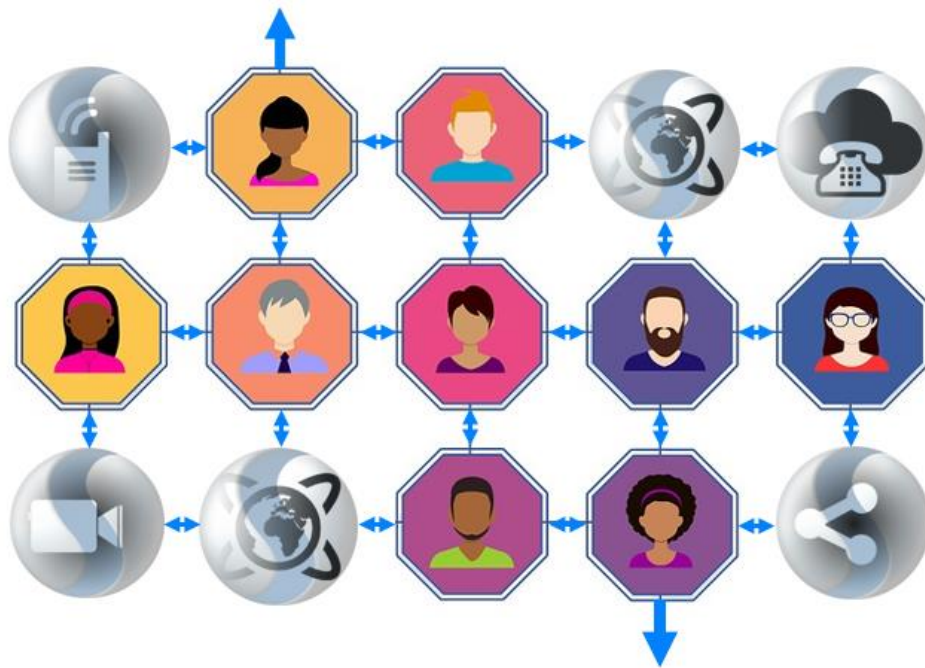


# West Pier Telecom

## Avaya IP Office Release 11 software Reference Document



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## Avaya IP Office UC Telephony

The Avaya IP Office is a multi-award-winning business telephone system with a premium feature set, originally available only as an on-premise solution but now as a fully hosted Avaya IP Office solution or vitalised to work with VMware, Hyper V and AWS.

### Why Choose Avaya's IP Office Telephone Solution?

#### The strength of the Avaya IP Office

The Avaya IP Office 500 business phone system solution brings your telephony, messaging, conferencing, contact/call centre and video communications on to a single easy to use platform. The feature set of the IP Office is market leading with built in video and audio conferencing as well as integration with Salesforce, Google, Microsoft Office 365 and Skype for Business.

- **Unified Communications.** Separate data, voice, and video networks are bought together on to one easy to use Avaya platform.
- **Avaya Software Upgrades.** Software upgrades allow for businesses to update their phone system without needing to replace hardware.
- **Contact Centre Features.** Improved reporting and integration with Text, IM, Email, Voice or Social Media help improve contact centre customer service and agency efficiency.

#### West Pier and the Avaya IP Office

Whilst the Avaya IP Office is available from many Avaya partners, West Pier are easily one of Avaya's most trusted partners when it comes to the selling, installing and supporting of the system. Evidence of this comes in many forms including the array of engineering certification we have, our customer service award (details below) and the fact that we are 1 of just 10 Avaya Tier 1 Cloud partners. Avaya selected Tier 1 Cloud Partners from their 400 UK partners based on their track record supplying the solution in an on-premise format.

#### West Pier are an Avaya Partner in Customer Excellence

Avaya take customer care very seriously which is why they developed the Avaya Partner in Customer Excellence accreditation. To achieve this status, Avaya partners must receive significantly above average feedback from its customers for a rolling 12-month period. The feedback from customers is carried out by an independent company commissioned by Avaya to ensure transparency. As one of Avaya's 400 UK Partners, West Pier is one of a small handful to hold this accreditation and is the only partner to hold it consecutively for the last 4 years.

#### Thinking of going hosted?

Our Powered by IP Office Hosted Telephony Solution is based on a multi-instance architecture as opposed to the tenant-based architecture that many of the major hosted telephony brands like Horizon or Vanilla IP offers (Based on BroadSoft technology). The main difference between multi-instance and tenancy-based telephone services is that tenant-based services are based on a large, monolithic, one-size-fits-all piece of software. The service is shared with other businesses as opposed to services based on multi-instance architecture like our Stratus solution. This difference has implications for businesses choosing a supplier. If you want a flexible telephone system with advanced features, then our Stratus solution is perfect for you.

Product Information and Licensing

System Licencing

Avaya IP Office offers a licencing structure that is as flexible as your business needs to be. has affordable, flexible and powerful choices for business communications. Select the features that are right for you today and add new capabilities as your business grows and faces new challenges.

Avaya IP Office Select	For durable larger-scale team, customer, and mobile engagement with a highly resilient software-based solution
Avaya IP Office Server Edition	For durable team, mobile, and customer engagement on a software-based solution
Avaya IP Office Preferred Edition	For durable team, mobile, and customer engagement on a simple-to-deploy appliance
Avaya IP Office Essential Edition	Ideal for essential mobile and team and engagement on a simple-to-deploy appliance
Avaya IP Office Basic Edition	Perfect for basic telephony on a simple-to-deploy appliance

### Individual Licensing

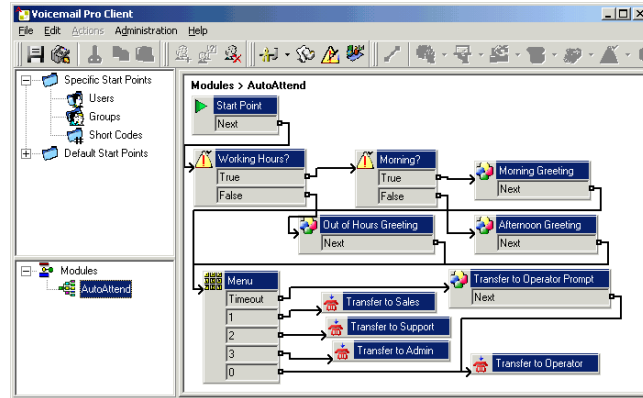
As with the system licensing, Avaya have developed a licensing model that allows businesses to provide their employees with the latest technological advancements but only pay for them when they are needed. Avaya licenses are flexible and can be moved and purchased when required to suit your business.

Function Matrix	Basic User	Office Worker	Power User
<b>Deskphone Call Control</b>			
Place/Receive Calls, Hold, Transfer, Park/Page, Conference	Yes	Yes	Yes
Access Telephony Features via Phone UI or DTMF	Yes	Yes	Yes
<b>Web-based Access for Office Collaboration (Avaya one-X® Portal)</b>			
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
<b>Rich Collaboration for Remote and Mobile Workers</b>			
Turn Your Home Phone into Your Office Phone (Avaya one-X® Portal)	No	No	Yes
Avaya Equinox Experience	No	Yes	Yes
<b>Integrate with the Applications You Already Have</b>			
Microsoft Outlook/Lync	No	Yes	Yes
Salesforce.com	No	Yes	Yes
Google Talk (IM & Presence)	No	Yes	Yes
<b>Voicemail Integration</b>			
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

## VoiceMail Pro

VoiceMail Pro is the most advanced messaging and call flow application available on the Avaya IP Office and is included as standard when you choose our Stratus solution.

The solution allows users to access their voicemail from any location as can be forwarded to another mailbox, or group of mailboxes.



### VoiceMail Pro Features

- Allows message handling for individuals or groups
- Provides information to callers
- Voicemail to email
- Inbound call assistance:
  - Delivers messages as soon as they are left
  - PIN code security
- ‘Whisper Announce’
- Assisted Transfer: call returns to Voicemail Pro automatically should the called party be engaged or not answer within a pre-determined time
- Extended personal greetings based upon user availability
- Personal numbering & distribution lists
- Group messages broadcasts
- Audiotex and Auto- Attendant
- Queue Announcement
- Speaking Clock
- Automatic and on-demand call recording
- Full resiliency
- Support for hot desking
- Voice forms/questionnaire mailboxes
- Tag information to a call and deliver it to an agent
- Visual Basic Script support
- Voicemail Pro modules:
  - Create sequences of actions to share between different call routing scenarios
  - Create a library of vertical voicemail applications
  - Easy dissemination to other IP Office voicemail sites
- Automatic detection and routing of Fax calls
- Trigger external actions (e.g. Office heating)
- Intuity emulation mode
- 22 supported prompt languages
- Centralised voicemail within a multi-site IP Office environment
- Networked Messaging
- Up to 500 voicemail ports

#### TEXT-TO-SPEECH (INCLUDED IN VOICEMAIL PRO)

- Reads back information captured from a database
- Allows remote e-mail collection

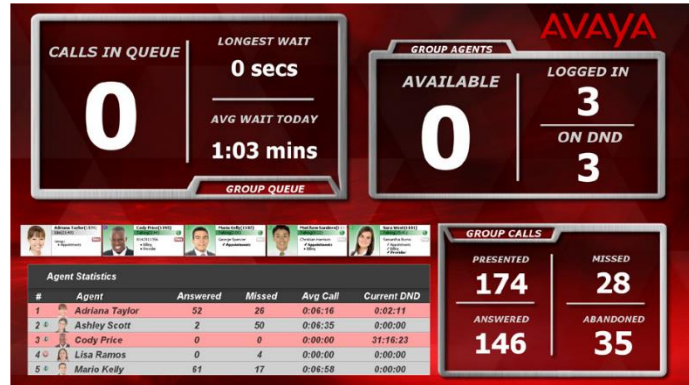
#### MEDIA MANAGER (IN ADDITION TO VOICEMAILPRO)

- Complements the IP Office voice recording capabilities
- Stores and catalogues the recordings

Avaya Call Reporting for Avaya IP Office

Avaya Call Reporting helps you manage your phone system and business with ease and confidence. Cradle-to-grave call reporting and tracking is presented through over 50 standard reports. Recording Library provides easy access to recordings within the same reporting interface via IP Office Voicemail Pro integration. Realtime agent seat and Agent Dashboards enhance IP Office hunt groups and deliver visual call management with wallboards and customized agent dashboard displays.

- **Standard Reports:** You can't manage what you can't measure. Avaya Call Reporting offers over 50 standard reports to create visibility and efficiency. Cradle to grave reporting can validate each inbound, outbound and internal call from start to finish.



- **Custom Reports:** With Custom Reports you can create original reports and edit or customize existing reports. Reports can be defined by you, making Avaya Call Reporting fit into your business without having to adjust your daily routines. Reports can be tailored and branded to fit your unique business requirements.

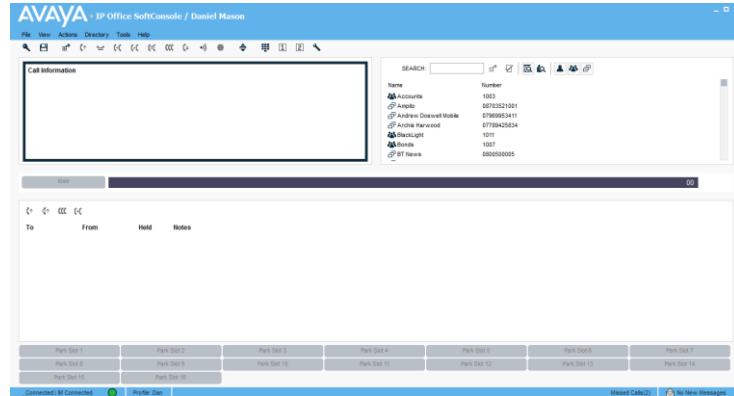
- **Recording Library:** Recording Library easily integrates with IP Office Voicemail Pro and cradle to grave reporting. Recording Library enables you to evaluate your employees and listen to their specific calls. Customisable retention policies determine how long recordings are kept, and allow storage throughout your network.

- **Agent Dashboards:** Agent Dashboards improve agent productivity and visibility through widgets and account / reason codes. Widgets allow agents to govern themselves and add value to their calls. Account codes enable entry of more information about calls, while reason codes enable agents to notify supervisors of their status. Agent Dashboards also easily integrate into URL based CRM's such as Salesforce.

## Receptionist Console

The Avaya IP Office Receptionist Console (Included as standard with Stratus) is a PC based call handling tool that drastically improves the call flow, customer service and productivity in any business, single or multi-site.

- Up to 100 call history entries
- DDI And Cli- Based Script Creation for Incoming Calls
- For displaying important customer information
- Support for up to 75 offices
- Door Open Control for 2 door entry systems



**Speed dial icons and presence status of all IP Office users (within screen)**

The Soft Console client used by Receptionists has been enhanced to provide Instant Messaging support (using the IM service provided in the one-X Portal.) as well as interworking and better security in a cloud environment.



## Avaya 1600 Series Desk Phones

The Avaya 1600 Series IP Desk Phones are a value-priced family of Desk phones intended to meet basic communication needs in a low-cost package but still offer the quality and reliability you expect from Avaya. The 1600 Series IP Desk phones offer a similar feature set to the top-of-the-line 9600 Series IP Desk phones, thus offering a feature-set and price-point alternative. With similar industrial design and administration, the 1600 Series and 9600 Series may be deployed in mixed environments or on their own.

[Learn More.](#)

### Avaya 1603 IP Deskphone

Designed for walk-up users in building lobbies and other public spaces, the 1603 supports three-line appearances/feature keys, each with dual LEDs to show status. Fixed feature keys include conference, transfer, drop, hold, mute, and a two-way speakerphone.



[Learn More.](#)

### Avaya 1603 SW IP Deskphone

Designed for users with basic communication needs, this model includes all the 1603's features, but has an extra 10/100 Ethernet port for a co-located laptop or PC.



[Learn More.](#)

### Avaya 1608 IP Deskphone

Also, for users with basic communication needs, the 1608 supports eight-line appearances/feature keys with dual LEDs. It includes several fixed feature keys for common tasks, including conference, transfer, drop, hold and mute. In addition, it features a two-way speakerphone, a headset jack and an extra 10/100 Ethernet port for a co-located laptop or PC.



[Learn More.](#)

### Avaya 1616 IP Deskphone

With support for 16-line appearances, bridged appearances, or feature keys, the 1616 model is designed for users who monitor their own extensions in addition to other lines. It features a backlit display on a separately adjustable hinge, and like the 1608, it provides a headset jack and an extra 10/100 Ethernet port.



[Learn More.](#)

## Avaya 9600 Series IP Desk Phones

Avaya 9600 Series IP Desk Phones is a family of next generation IP telephones that deliver a new communications experience to increase productivity. The Avaya 9600 Series phones feature an intuitive user interface that helps make employees proficient in performing basic telephone tasks such as setting up a conference call or completing a transfer. They also feature brilliant audio quality, as well as support for voice commands and the ability to handle a user's personal contacts stored on the phone or on a USB memory stick.

### Avaya 9608G IP Deskphone

The 9608G Deskphone is a cost-effective fully functional phone with support for integrated gigabit. Designed for small to large enterprises, this deskphone includes access to eight lines and graphical labels that can be administered centrally. A contact centre software adaptation provides simplified access to greetings, in-queue call monitoring, agent status updates, and more.



[Learn More](#)

### Avaya 9611G IP Deskphone

This model includes integrated gigabit and a USB interface. It has a 3.5-inch graphical colour display with a white backlight and graphical labels that can be administered centrally. A contact centre software adaptation provides simplified access to greetings, in-queue call monitoring, agent status updates, and more.



[Learn More](#)

### Avaya 9641GS IP Deskphone

This desktop phone delivers advanced capabilities with a 5-inch colour touchscreen, wideband speaker, USB interface, and integrated gigabit to the desktop. A good option for knowledge workers, this model is especially useful for contact centre agents. It simplifies access to greetings, in-queue call monitoring, and agent status updates.



[Learn More](#)

## J100 Series IP Phones

### Secure and Reliable Voice Communications

### Transform the Professional Desktop Communications Experience

- **Explore a desktop phones portfolio** of feature-rich endpoints designed to enhance the desktop user experience.
- **Modernise your desktops** with the latest generation of Avaya SIP-based IP phones that offer Bluetooth and Wi-Fi connectivity.
- **Discover the Avaya desktop experience:** revolutionary, industry-leading desktop phones have a dynamic user interface, including button personalisation, contact groups, full month calendar view, and more.
- **Manage administration remotely using a web browser.** Perform many of the functions through your web browser which previously required physical access to the phone.
- **Use high quality phones** designed for long life. They feature ergonomic/weighted handsets, textured plastic, keypad travel, and rubber feet to keep from sliding on desks.
- **Migrate from H323 to SIP** as needed to bring on new features and functionality.

#### J129 IP Phone

The J129 IP Phone delivers all your essential call-handling features in a cost-effective, affordable, yet highly functional SIP phone. Designed for public or walk-up locations such as lobbies, hotels, meeting rooms, student dormitories, retail or any user with basic communication needs.



[View the Avaya J129 Brochure](#)

#### J139 IP Phone

The Avaya J139 IP Phone is designed for users that make a low number of calls and need a minimal feature set. The phone is set at a low price and works well in areas such as cubicles, visitor offices, dormitories, and classrooms.



[View the Avaya J139 Brochure](#)

#### J169 IP Phone

The Avaya J169 IP Phone serves the need for everyday voice communications. Designed for professionals, knowledge workers, salespeople, call centres—all users who rely on the full range of telephony features.



[View the Avaya J169 Brochure](#)

#### J179 IP Phone

The Avaya J179 IP Phone addresses the need for everyday voice communications. Designed for users who need a full range of telephony, productivity, and collaboration features, the phone also works with the optional J100 Wireless Module for Wi-Fi® connectivity and/or Bluetooth® headsets.



[View the Avaya J179 Brochure](#)

## Avaya Vantage

### Transforming the Professional Desktop Experience

Avaya Vantage is the all-new dedicated desktop device that provides simple, instant, seamless & natural Engagement. Users can fire up voice, chat, collaboration instantly through one touch connections with no unnatural breaks or pauses – eliminating the need to manage multiple devices to engage.

Vantage is the industry's only customizable desktop device that gives you the advantages of a deskphone and the flexibility of an application platform. It is modern, connected, and personalized.



- **Engage using an innovative, all-glass, dedicated desktop device.** Use voice, chat, and collaboration apps through one-touch connections. There are no unnatural breaks or pauses. And no need to manage multiple devices for engagement.
- **Mesh unique custom experiences into your workflows and business processes.** This is the industry's only customizable desktop device that gives you the advantages of a deskphone and the flexibility of an application platform. It is modern, connected, and personalized.
- **Deliver a rich and vibrant user experience.** Use the [Avaya Equinox™ Experience](#) on Avaya Vantage to give users rich features and applications. If you've been using Avaya Equinox on mobile, there's no interface learning curve. Or, go with the basic package for Avaya Vantage—this app focuses on audio and video calling and the most commonly used calling features.
- **Support third-party hosted call control platforms**, like BroadSoft and Zang™ Office, by running the Avaya Vantage™ Open client on your Avaya Vantage device. Or meet the need with [Avaya Open SIP Phones](#).
- **For Avaya IP Office customers, use open Android-based Vantage models** designed specifically for you. These special devices even include a model with a traditional keypad.
- **Achieve complete business application integration** by using the [Avaya Breeze™ Client SDK](#) with Vantage to create custom client applications. Focus on the specific needs of your industry—healthcare, hospitality, government, retail, entertainment, more.
- **Skip the standardized, canned, pre-set communications solutions** that you've adapted—or creatively force fit—into your world. Vantage fits well into the big picture of devices with customization and feature development.

**Consider design:** contemporary form factor, signature audio excellence, capacitive touch screen, no mechanical buttons, and an optional handset.

## Avaya CU-360

### Avaya's cost effective 1080p HD video conferencing solution with 4K video.



The proliferation of video conferencing services and devices in recent years has been astounding, which is why Avaya have introduced the Avaya CU-360. If you are looking for a video conferencing solution that gives enterprise level performance but is available at a £700 price point, then the Avaya CU-360 is the halfway point between a web-based conferencing solution and a premium room-based system however its technical specifications are closer to the premium end of the market whilst still being affordable to SMEs.

- Secure, standards based and easy to set up and use.
- Built for the cloud and provides full access to the Android library of applications providing a new level of personalization and productivity.
- Avaya's Equinox ensures all team members have a seamless collaboration experience using the device of their choice.
- Enterprise grade features with an SME price tag

[Learn More](#)

## B100 Series Conference Phones

The Avaya B100 Conference Phone provides the convenience and productivity benefits inherent in a powerful, hands-free conference phone. It offers a range of phones suitable for midsize and large conference rooms. B100 Series offer both SIP and Analog connections. Together with the existing Avaya conference phone 1692 (H323) and 2033 (Unistim), Avaya now offers a complete range of conference phones across various protocols and market segments.

### Avaya B149 Conference Phone

Tested by Tolly, the Avaya B149 has Avaya's patented OmniSound® 2.0 audio technology for crystal-clear sound.

[View Brochure](#)



### Avaya B159 Conference Phone

Tested by Tolly, the Avaya B159 delivers many smart features. Record your conversations on SD memory cards.

[View Brochure](#)



### Avaya B169 Conference Phone

The Avaya B169 Conference Phone adds flexibility and convenience to support wireless conferencing, so you can access and conduct company conference calls from anywhere in the office.

[View Brochure](#)



### Avaya B179 SIP Conference Phone

Tested by Tolly, this flexible SIP-based conference phone delivers clear, natural sound from OmniSound 2.0, Avaya's patented wideband audio technology.

[View Product Brochure](#)



### Avaya B189 IP Conference Phone

HD-quality sound for everyone on the call, an easy-to-navigate five-inch colour touch screen display, and a wealth of built-in time-saving features.

[View Product Brochure](#)





## one-X Mobile

Easy to deploy, use and secure, the Avaya one-X Mobile client helps enterprises maintain business continuity and lower expenses by delivering UC applications and services to mobile users. The extension of business communications to mobile devices helps ensure that employees can be accessible and productive while on the move, improving business collaboration and customer care.

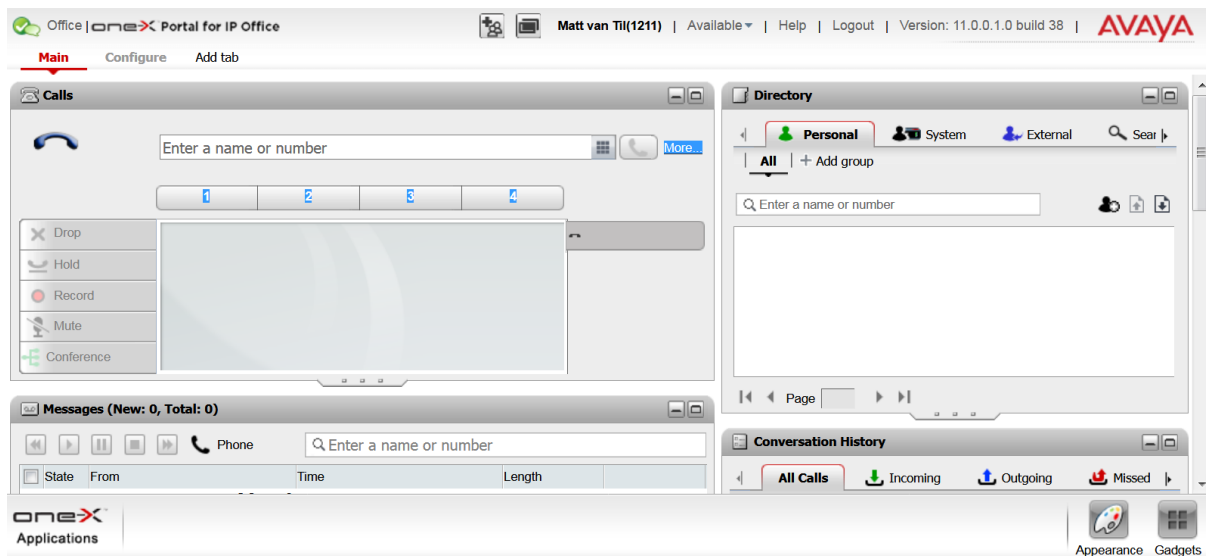


- Single number access use
- Corporate Directory Access
- Visual Voicemail
- Message Waiting Indicator
- Presence
- Personal Status Message
- Ring-phones Group
- Call Back
- Favourites/VIP list
- Call Filtering/Screening
- Shared Contacts
- Call Block
- Session History

[Learn More.](#)

## one-X Portal

Avaya one-X® Portal is a web-based unified communications client that consolidates access to critical voice applications in a simple consistent interface. Avaya one-X® Portal is implemented and managed centrally and does not require software to be installed on user PCs. It brings together control of telephony (Avaya Aura® Communication Manager), conferencing (Avaya Meeting Exchange Enterprise), and messaging (Avaya Modular Messaging with the Avaya Message Storage Server).



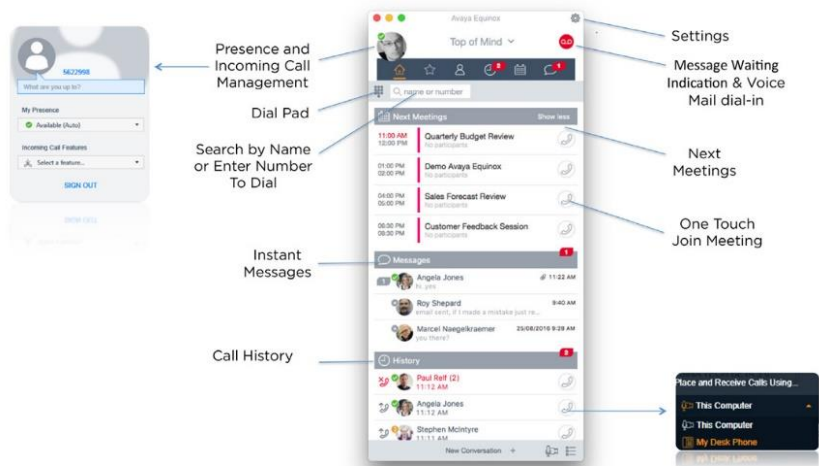
## Avaya Equinox Platform

Simplify communications and optimise productivity.

### View Equinox Brochure

The Era of Digital Transformation has begun to radically redefine business communications. Voice is no longer the only way – or even the preferred way – to stay in touch with customers and colleagues. Instead, video, content sharing and instant messaging are now fundamental. Just as importantly, employees now expect more than just desktop communications.

They want a seamless communications experience that fits into how they work instead of changing how they work – helping them stay in touch on their device of choice as they move throughout their day. With the Avaya Equinox™ solution, Avaya embeds communications directly into the applications, browsers and devices your employees use every day to create a single, powerful gateway for calling, messaging, conferencing and collaboration. We free people from their desktop and give them a more natural and efficient way to connect, communicate and share – when, where and how they want.



### Take Communications and Collaboration with You Across Apps, Browsers and Devices

Avaya Equinox delivers a holistic experience that works as well on a browser, mobile device or room-based system as it does on the desktop. Communication capabilities follow your profile as you move from device to device. You can easily access your contact lists, click to call, start a video session or schedule and join a meeting – all from the same familiar and intuitive user interface. SIP-based Avaya Equinox clients automatically adapt to the phone, tablet or browser you use to ensure you get an optimal user experience across platforms and device types.

### Create a Competitive Advantage

We make it easy for you to bring your own digital transformation strategy to life and achieve a marketplace advantage. The Avaya Equinox Experience is fully compatible with the Avaya Breeze™ Platform, making it fully extensible. Modular, “drag and drop” snap-ins can be used to add contextual communication and collaboration capabilities to your vital business processes and applications. You can improve your efficiency, productivity and responsiveness and get ahead of your competition.

### Key Features of Equinox

- In-app UC experiences embedded into the business processes employees use every day
- Web collaboration & event streaming for up to 100,000 live event viewers, screen and application sharing, white boarding and remote desktop control
- Always on messaging continuity to virtually any media device
- Rich HD video & high-scale audio interoperable with multivendor room systems, with “Hollywood Squares” conference view that supports multiple large meetings



- Software-based with zero download for frictionless collaboration via WebRTC and HTML5
- Flexible deployment options on-premises or in the cloud, with scalability as your needs grow

### Avaya Equinox® for Android

Avaya Equinox® for Android integrates your Android smartphone and tablet with your office Avaya Aura® communications environment and delivers mobile voice & video VoIP calling, cellular call integration, rich conferencing, instant messaging, presence, visual voicemail, corporate directory access and enterprise call logs.

### Avaya Equinox® for Windows

Avaya Equinox® for Windows turns your Windows PC into a powerful communications and collaboration system that can work in conjunction with your Avaya deskphone or enable you to work without compromise from anywhere. Features provided include key telephony features supported by Avaya Aura®, voice & video, rich conferencing, instant messaging, presence, corporate directory access, Windows desktop integration and remote worker support via Avaya Aura® Session Border Controller for Enterprise.

## Wireless and DECT

### Single Site DECT

#### Avaya D100 SIP/IP DECT Wireless Telephone System

The Avaya D100 IP DECT Wireless Telephone System offers next generation digital technology whilst delivering crystal clear voice quality for wireless communications. Enable employees to stay connected wherever they are in a large manufacturing facility, warehouse, or office environment with the Avaya D100 IP DECT Wireless Telephone system.



#### Avaya D160 SIP/IP DECT Handset and Charger

The Avaya D160 IP DECT handset is perfect for employees working on-site who are highly mobile. The handset includes a Charging stand with charging slot for a spare battery, 8 programmable feature/BLF keys and Backlit 2 x 24-line display with 6 icons. The D160 DECT handset is a lightweight and a cost-effective enterprise wireless phone that fits in to a pocket. The handset includes a hands-free mode, headset jack and emergency call support.



#### D160 handsets

#### Multisite DECT

Use the Avaya R4 DECT Radio Station and Avaya DECT handsets to free your employees from their desks.



#### Avaya 3745 IP DECT Phone

The Avaya 3745 IP DECT Handset is designed to meet the needs of workers in tough environments that require an extremely shock-resistant and scratch proof phone.



[Learn More](#)

#### Avaya 3749 IP DECT Phone

The Avaya 3749 IP DECT phone is designed for workers in environments where an intrinsically safe device is required (i.e. chemical plants, mills) or an alarm button and sensors for man-down or no movement alarm are needed.



[Learn More](#)

## Avaya Contact Centre Select (Call Centre) Solution

### Voice and Multimedia Contact Centre Solution. 10 - 400 Agents

A modern call centre needs to allow for multiple channels of communication. Avaya IP Office Contact Centre Select allows contact centre agents to communicate with customers via Text, IM, Email, Voice or Social Media through a single, easy to use interface. Media-specific skills-based routing, advanced reporting and call queuing features are just some of ways in which Avaya Contact Centre Select can revolutionise your contact centre.



### Agent Efficiency

**Unified Agent Desktop.** An easy to use interface makes it easy to communicate with customers regardless of channel. Agents use a single Desktop to manage inbound and outbound voice interactions, as well as email, web chat, text and fax. These interactions can be handled individually or simultaneously depending on an agent's settings. **Call Recording.** Having the option of recording each agent interaction helps improve agent performance and resolve any disputes. Recovering call recordings is easy with the intuitive user interface.

### Supervisor and Administrative Efficiency

**Advanced reporting.** Historical and real time displays with dynamic filtering make reading and assessing KPIs easy. Customised multi-channel reports can be easily run on a regular basis reducing the time needed to analyse data. **Script writing feature.** The drop-down menus in the Orchestration Designer graphical user interface makes developing routing scripts quick and easy.

### Customer Satisfaction

**Efficient call routing.** Avaya Contact Centre Select has the ability to route voice calls, and multichannel transactions to the most appropriate resource based on language, knowledge, history and availability, with back up options if the 1st choice contact is busy. Increased contact points. Customers can choose from voice, web chat, SMS text, email, and fax as a channel of contact increasing their options and ease of access.

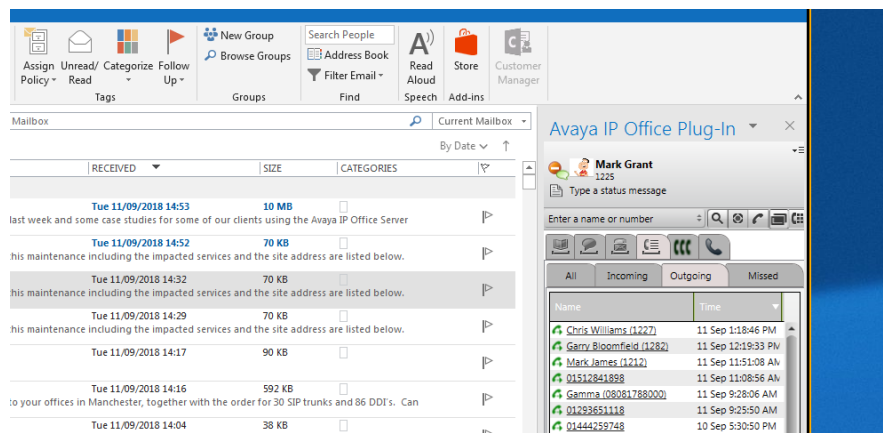
## Scalability and Architecture

**Flexible Deployment.** Avaya Contact Centre Select is appropriate for a range of deployments, from a single site up to 32 IP Office locations, and facilitates an environment where skills are utilised across an organisation with greater efficiency. Virtual Servers. Support for VMware virtualisation software facilitates server consolidation and deployment flexibility, lowering costs.

## Microsoft Outlook Plug-In

You can use the Avaya IP Office Plug-in with Microsoft Outlook. When you have a meeting scheduled in your Outlook calendar and if you need to call in, you can directly log in to one-X Portal and make a call, answer a call, transfer a call. You don't have to open one-X Portal using a browser and then make a call.

*“Since most knowledge-based employees spend most of their time within Outlook composing and answering emails, scheduling appointments, and managing their contacts, integrating other forms of communications into that application makes enormous sense (Frost & Sullivan)”*



- Embeds a subset of one-X Portal functionality into Microsoft Outlook
- Included with Office Worker, Tele Worker or Power User
- Improved productivity through more effective collaboration with the delivery of IP Office UC functionality direct to Outlook
- Better customer service through improved first-time query resolution with Federated Presence (with Google), click-to-call and voicemail management in Outlook

### Features:

- Chat support
- Export outlook contacts to one-x portal server
- Initiate voice call from outlook
- Communication history with selected contacts
- Call options on context menu of a contact or from the outlook calendar
- Incoming call notifications with options to accept or reject
- Sound and desktop notifications for IM and calls

## Skype for Business Integration

Avaya IP Office now fully integrates with Skype-for-Business. Keep your Microsoft based desk strategy with the Skype-for-Business that comes as standard.

Avaya is committed to giving users the elegant experience they are really looking for. Avaya integrations with Skype for Business allow users to have the Skype for Business interface on their PC along with the underlying Avaya quality of service infrastructure and management tools needed for voice, data, and video.



## Management

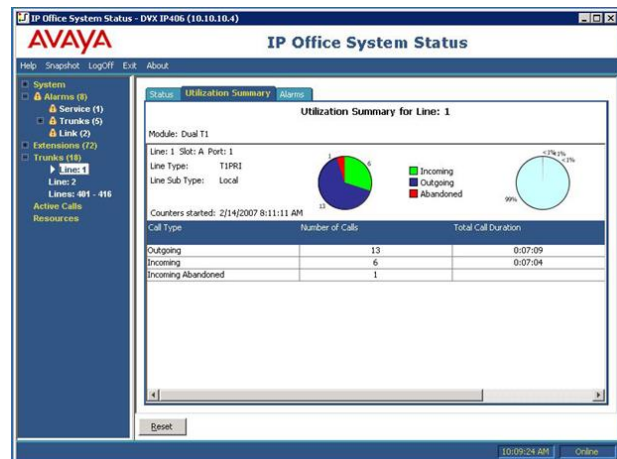
Avaya have designed the Avaya IP Office to be as simple to use as possible, this consideration is extended beyond the basic user and is perhaps at its most obvious when you look at the administration features. The Avaya IP Office has a range of tools that are intuitive and designed to decrease the reliance of 3<sup>rd</sup> party IT and telephony support companies.

### Management tools as standard on the IP Office:

#### System Status Application - SSA

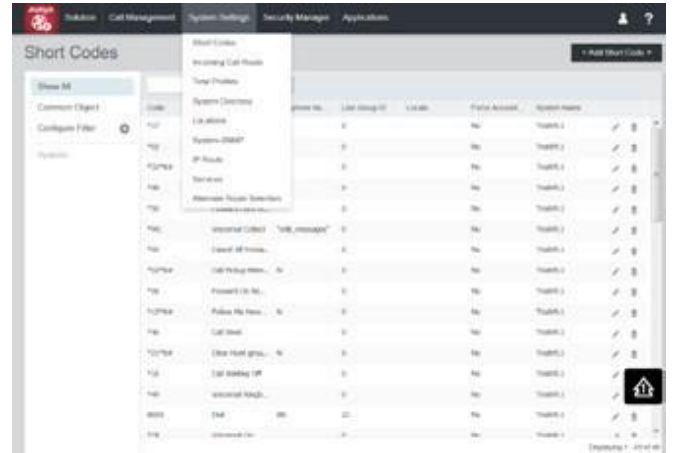
Diagnostic tool for system managers and administrators to monitor and check the status of IP Office systems. The SSA shows in an easy to use format both the status of the IP Office and any faults that may have occurred. Reporting takes place in a combination of real-time events, historical events, status and configuration data to assist fault finding and diagnosis.

- Real-time call status information.
- real-time view of system resource such as VCM or VM ports.
- QOS info for IP trunks (SCN, H.323, SIP)
- Complements SNMP and email alarms.
- Event traces per call /trunk/extension
- Replaces 'call status' application and complements monitor application.
- Alarms, trunk utilisation and error histories
- Alarms stored in local IP Office (No need for local PC)



#### IP Office Web Manager

Intuitive and user-friendly browser-based management tool designed to simplify installation & maintenance processes for IP Office.



## Contacting Us

If you would like further information on the Avaya powered Stratus unified communication system, call West Pier Telecom today and we would be happy to help.

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