



AVAYA

AVAYA IP OFFICE COLLABORATION EDITIONS

Collaboration options tailored to fit your business needs

Do you need full resiliency and the ability to scale beyond 384 users at a single location or 1,000 users across 32 locations? IP Office can scale up to 3,000 users and 150 sites.

IP Office Server Edition or IP Office Select may be just the solution for you.

Learn More

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When it comes to business collaboration systems, one size does NOT fit all. Every company operates differently and has unique communication needs. The Avaya IP Office™ Platform provides you with options, so you can tailor your collaboration system to best fit your business requirements. When IP Office is deployed as an appliance, there are three collaboration editions to choose from that provide communications capabilities from basic to highly sophisticated.

Basic Edition

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

- **Call forwarding** – *Forward calls to your office directly to your mobile or home phone so calls are never missed, even when out of the office.*
- **Messaging, conferencing, and more** – *Automatically receive notification and listen to voice messages when out of the office. Quickly set up ad hoc conference calls with up to 64 participants to enable cost-effective collaboration.*
- **Automated attendant** – *Customized caller greetings so key clients receive a personal message and are routed directly to the most appropriate person or team.*
- **Dial by name** – *Callers can easily identify who they want to connect with by simply typing the name on their phone keypad.*
- **Embedded voicemail** – *A range of choices that enable staff to stay connected regardless of where they are. Retrieve voicemail messages from the keypad on any telephone or through the context-sensitive display on an Avaya display phone.*
- **Voicemail to email** – *Retrieve voice messages via email (voice messages show up just like an email) from a single inbox for fast and efficient access to information.*

- **Choose your connection** – IP Office Basic Edition *supports analog lines, PRI/ T1; and newer IP-based technologies such as SIP* (Session Initiation Protocol) trunking, which can provide significant cost savings.

Essential Edition

The IP Office *Essential Edition* is the ideal foundation upon which to build your IP Office solution. Providing the necessary mobility, call handling and routing functionality for IP Office, *Essential Edition* helps ensure small businesses have the communications tools they need to operate effectively and efficiently.

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

- **One number access** - Provide callers with just the office phone number; have calls ring simultaneously on your mobile phone while still maintaining IP Office voicemail support. This helps reduce missed calls, maintaining a consistent experience for callers.
- **Dial by name/extension** – Callers can easily reach the person they want to connect with by simply typing the name or extension on their phone keypad.

- **Automated-attendants** – Program up to 40 automated attendants (maximum 6 simultaneous calls) to handle almost any customer situation. Customize caller greetings so key clients receive a personal message and are routed directly to the most appropriate person or team.

Preferred Edition

IP Office *Preferred Edition* delivers intelligent communications capabilities that enable staff to collaborate easily and respond quickly to customers and colleagues. With *Preferred Edition*, businesses can use communications to establish a competitive edge – through intelligent call routing, powerful mobility, intuitive web control, sophisticated messaging, and application integration. IP Office *Preferred Edition* enhances all the capabilities of *Essential Edition* and much more.

- **Multi-channel contact center** – Extends Avaya innovation in contact centers to midsize businesses, giving them the sophisticated capabilities they need in an easy-to-deploy and manage application. Enable your customers to contact you via voice, email, web chat, and fax, and proactively manage the entire customer interaction lifecycle, which can translate into more satisfied customers and a more profitable business.

- **Web-based access for office collaboration** – Click to make and receive calls; point and click call control; federated presence and IM; control audio conferences; personal, system and corporate directory access, and visual voicemail.

- **Rich collaboration for remote workers** – Turn home phones (or any other phone) into office phones with the click of a button from a web browser, while maintaining a consistent caller experience. Stay connected to your colleagues with IM, presence, and directory access just as if you were in the office. All with no end-user software to install or maintain.

- **Mobile access for office collaboration** – Extend office phones to Apple iPhone or Android smartphone. Choose the most effective method using cellular, WiFi, or 3G/4G networks. IM, presence, directory, and conference controls are integrated into the application for complete control. Even better, a simple tap in an email is all it takes to download, install, and configure the application on smartphones.

- **Secure “Meet Me” conferencing** – Built-in 128-party conferencing means all users can host their own password-protected conference bridge (up to 64-parties per conference) to enhance collaboration. Host a multitude of calls simultaneously. Or, schedule them in advance and let IP Office notify participants automatically.

- **Integrated collaboration** – Effective communication goes beyond voice. The ability to share and view documents together in real time takes audio conferences to the next level for better communication and faster decision making. The meeting host can even schedule the call and IP Office will remind the users when the meeting is about to start. All of this is possible without the need for additional hardware or external systems.

- **Integrate with the applications your business already has** – If your company uses Microsoft Lync or outlook, or uses other cloud applications such Salesforce.com, Office 365 etc, then Avaya IP Office can embed communications within them while maintaining the application’s interface and experience.

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

- **Call recording archival and retrieval** – Call recording can positively impact customer service and revenue. It can also enable more meaningful training sessions. Calls can be easily and securely retrieved from any PC by searching on any number of fields such as date, time and extension number. They can also be archived to a storage device

COMPARISON MATRIX			
CAPABILITIES	Basic Edition	Essential Edition	Preferred Edition
Telephony			
• Key System Functionality	Yes	No	No
• IP PBX Functionality	No	Yes	Yes
• System Networking	No	Yes	Yes
Conferencing			
• Ad hoc	Yes	Yes	Yes
• Secure “Meet Me”	No	No	Yes
Mobility			
• Call Twinning to Mobile	No	Yes	Yes
• VoIP using Wi-Fi/3G/4G	No	No	Yes
• IM, Presence, Directory	No	No	Yes
• Conference Controls	No	No	Yes
Call Recording	No	No	Yes
• Storage in Voicemail	No	No	Yes
• Advanced Archiving/Retrieval	No	No	Yes ¹
Avaya Communicator for Windows or iPad			
• Basic Call Control	No	Yes	Yes
• IM, Presence, Directory	No	No	Yes
• Conference Controls	No	No	Yes
• Integrated Videoconferencing ²	No	No	Yes
Avaya Communicator for Web			
• Collaboration tools from within cloud based applications (SFDC, Office 365 etc)	No	No	Yes
• Multi-party audio/Video	No	No	Yes
• IM and Presence	No	No	Yes
• Text and multimedia messaging	No	No	Yes
• Content sharing	No	No	Yes
Web Portal			
• Make/Receive Calls	No	No	Yes
• IM/Presence/Directory	No	No	Yes
• Conference Controls	No	No	Yes
Voicemail			
• Basic Embedded	Yes	Yes	Yes
• Voicemail Pro	No	No	Yes
Call Center			
• Auto-Attendant	Yes	Yes	Yes
• IVR	No	No	Yes
• Hunt Groups/ACD	Yes	Yes	Yes
• Reporting and Analytics	No	No	No
• Agent/Supervisor Roles	No	No	No

¹ Note: Call recording archival/retrieval requires Preferred Edition and is an optional purchase.

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

CAPACITIES AND SUPPORTED DEVICES

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

About Avaya

Avaya is a leading, global provider of customer and team engagement solutions and services available in a variety of flexible on-premise and cloud deployment options. Avaya's fabric-based networking solutions help simplify and accelerate the deployment of business critical applications and services. For more information, please visit www.avaya.com.

Learn More

For more information on Avaya IP Office Collaboration Solutions, please contact your Avaya Account Manager or Avaya Authorized Partner. You can also visit us on avaya.com

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