

AVAYA



Avaya IP Office Messaging & Call Handling Delivering Productivity and Performance

Messaging and call handling solutions that enhance
collaboration, productivity and your bottom line



IP Telephony

Contact Centers

Unified Communication

Services



Rely on Avaya IP Office messaging and call handling applications to simplify the flow of information and make everyone in your organization more productive. These powerful applications can be implemented at any time to add value to your business processes—and to your bottom line.



Automated Attendant

Answer every call that comes to your business quickly and correctly. Avaya IP Office provides automated attendant options that are convenient for your callers, especially during off-hours or lunch breaks, and cost-effective for you.



Messaging

Get control of your voicemail, e-mail and more—Avaya IP Office has the solutions for “messaging overload.” Receive your voicemail on your PC. Manage and save your voicemail and e-mail in one mailbox.



Front Desk eConsole

Are your front desk personnel underutilized? Are they part of your customer service strategy? Avaya IP Office can equip your operators with the tools they need to manage calls and personalize service.



PhoneManager

Your phones can bring you more than just basic calling operations. With Avaya IP Office, every employee can have personalized, easy-to-use tools for managing their communications and making better use of their time on the phone.



Simplify how information flows across your company

In business today, every call is an opportunity and a challenge. It could be a new prospect contacting you for the first time or an existing customer calling with a problem to be resolved. Regardless of the reason for the call, it needs to be handled professionally and personally.

How are incoming calls routed? How are overflow situations handled? Is it easy for a caller to reach someone directly? Are your employees equipped with mobile phones to take a call anywhere on your premises?

Remember, calls that go unanswered, or are not answered quickly or professionally, can cost you business. The right call routing and messaging solutions can make all the difference.

Automated attendant call routing

Many businesses today cannot function without an automated attendant—a tireless assistant that greets callers, provides information via recorded messages and routes them to the appropriate extension—such as “Press 1 for sales, 2 for service, 3 for the operator, or enter the extension number you wish to reach.” An automated attendant can be used to answer all incoming calls or serve as the primary backup for an operator during high-volume periods.

With Avaya IP Office, you can take advantage of a full-featured auto attendant that can be easily adapted to the specific needs of your organization. Customize your attendant solution to handle calls in different ways at different times. Equip your automated attendant with a directory, making it easy for callers to dial by name.



PhoneManager

Advanced call handling for every employee

Avaya IP Office makes it easy to equip every employee with advanced call handling capabilities. The Avaya IP Office PhoneManager application lets users control their telephones from their PCs. Information such as caller identification, number dialed by the caller, call history, and queue monitoring can be available to every employee.

Avaya IP Office offers three PhoneManager variations for different business needs:

PhoneManager Lite—the one communications tool for every employee in your business. The graphical user interface presents information clearly and can be set to pop up whenever it is needed.

PhoneManager Pro—all the features contained within PhoneManager Lite, plus integration with contact management software to add functionality to the customer information “screen pop.” Employees can control their own voice mailboxes and record time-management statistics—including time-on-call and cost-of-call. They may even control door entry through PhoneManager Pro.

iPhoneManager Pro—the IP softphone version of PhoneManager Pro, providing all of the productivity tools through a multimedia PC. No hardphone needed.

If the auto attendant is working with a contact center, take advantage of queue announcements that tell callers how long they can expect to wait and alert them to other options for handling their call.

With Avaya IP Office, an auto attendant is more than just a way to answer calls automatically—it's a way to deliver customized service to your callers cost-effectively.

See your voicemail and e-mail together

Virtually everyone in business today is spending countless hours managing voicemail and e-mail. Now with Avaya IP Office you can spend less time retrieving messages and more time acting on them. Avaya IP Office helps simplify your messaging by delivering “unified messaging”—access to voice-mail and e-mail in one mailbox. See all your messages together. Get your voicemail attached to

e-mail and access it remotely on your PC without having to dial into the phone system. Save and forward voice messages the same way you do e-mail.

Based on integration with a Microsoft® Exchange server e-mail system, Avaya IP Office will deliver voice messages directly to your existing e-mail server in an e-mail-compatible format. In the Microsoft® Outlook application, voicemail will appear in the listing of e-mail with the voice portion attached as a WAV file. Caller information—number, name, or extension—appears in the header.

Receiving voice messages as e-mail gives users the option of alternately playing back the audio through their PC speakers, or listening to the messages on their telephone of choice. They can then manage messages through the e-mail system, even as they listen to them by phone.

Two great messaging options

Avaya IP Office messaging options reach deep into your organization to streamline day-to-day tasks, offering a positive impact on your profitability.

VoiceMail Lite—the messaging application bundled with Avaya IP Office—provides a rich array of features and functions for a small office. It can make your business available to its stakeholders all day, every day.


VoiceMail Pro is a more advanced voicemail solution that builds on the features offered by VoiceMail Lite. Among the specific advances are support for more users and a higher degree of customization. Growing businesses can benefit from VoiceMail Pro's enhanced capabilities, flexibility and efficiency.

VoiceMail Lite	VoiceMail Pro
Included	Optional
Typically for up to 40 employees	For up to 500 employees
Handles up to 4 calls simultaneously	Handles up to 30 calls simultaneously
Provides call answering and messaging	Provides advanced contact center voice processing; handles messaging needs for all remote sites in a networked environment
Recorded personal greetings	High degree of customization, up to 16 languages
Remote access to messages	Rich set of remote messaging options, e.g. Personal Numbering
Ringback to an internal number	Ringback to an internal or external number
Simple call queuing	Sophisticated queue announcement capabilities (queue position and wait times)
User productivity tools	User productivity tools
<ul style="list-style-type: none"> • Basic call center tools • E-mail notification of voicemail • Remote voicemail notification • Voicemail services for hunt groups 	<ul style="list-style-type: none"> • More call-center-like productivity tools • Integrated e-mail and voicemail • Graphical user interface • Custom call flow functions (time-specific) • Multilevel auto attendant
Message date/time and number-stamping	Callers can break out of a mailbox to reach a live agent/receptionist
Messages copied to others	Assisted Transfer Works with Campaign Manager™ Supports Integrated Messaging Pro Tight integration with IP Office Manager Call recording Speaking clock Whisper announce

Messaging

Messaging was once just a way to answer the phone when no one was there. Now the right messaging solution is critical to making it easy to do business with you—enabling employees, customers and collaborators to send and receive critical information, wherever they are located, at any time of the day or night.

Avaya IP Office delivers the critical messaging capabilities that managers and individual employees can configure in the way that works best for them. For example, employees and managers can use the system to send/forward messages to one or more mailboxes, address messages by name or extension, or use the system's built-in directory. You can also easily set up the messaging system to automatically "find" you and let you know you have a new message.



Centralized messaging for multiple offices

Avaya IP Office is an ideal solution for many branch offices because of the ability to network multiple IP Office systems. Up to 16 systems can be networked, supporting up to 500 users. Directories can be synchronized for automatic updating and the entire messaging network can be administered from one location—simplifying information flow and reducing support costs.

Sophisticated call handling that makes everyone more productive

Avaya IP Office can be equipped with dozens of call handling features to simplify the management of the hundreds of calls that come into your business every day.

Assisted Transfer To help prevent dropped calls (and unhappy callers), Assisted Transfer monitors transferred calls, returning them to the sender or messaging system if the transfer isn't answered.

Office Assistant Avaya IP Office can help automate activities around the office. For example, the system can be programmed to trigger actions—allowing users to turn on the office heat or unlock doors via their mobile phones as they drive to work.

Remote Access When out of the office, employees can always be in touch thanks to their "personal number" that delivers calls to a remote phone just as they would be delivered to an office extension. This capability enables users to control their accessibility at all times. Users can remotely turn their voicemail on or off, set their e-mail forwarding to a given address, or edit their call-forwarding and Follow Me numbers to route new incoming calls or messages wherever they are (e.g. mobile or home). The system can also be programmed to function as a proactive messaging assistant, automatically dialing internal or external users when new messages are received.

Whisper Announce When someone does not want to be disturbed and an important call comes in, Whisper Announce makes it easy to decide whether or not to take the call. Whisper Announce asks callers for their names and forwards the information to the party being called—that person can then decide whether or not to accept the call.



Streamline your conference calls

With more and more people working from home or dispersed locations, regular conference calls keep everyone in touch and working together effectively. Instead of turning to expensive, third-party conferencing services, rely on Avaya™ IP Office Conferencing as your private "conference bridge." It's ideal for team meetings, client conferences, simplifying contacts with customers, and more. If your company currently schedules audio conferences using third-party providers on a regular basis, the return on your investment in Avaya IP Office Conferencing can be quick.

Turn your operators into a customer service resource

Front office personnel—including attendants, operators, receptionists and others—are often the first to handle important calls. With the Avaya IP Office eConsole applications, they can be an integral part of your customer service strategy, delivering personalized service outside your contact center.

A simple graphical interface can be programmed with a script to answer general questions correctly and prioritize incoming calls. The familiar mouse- or keyboard-driven console is easy for novices and experienced users to operate. Call handling options, speed dialing, and monitoring the status of all lines at once can be done through a graphical display. And, operators know who is available at a glance.

Put an integrated solution to work for your business

The right communications system can help you achieve the productivity and customer service that's needed in the current competitive market. Avaya is ready with a broad range of solutions designed for today's business.

Avaya solutions give you the flexibility to start small and build up—they are value-priced and scalable for lower ongoing ownership costs. And Avaya solutions are designed to integrate with existing communications solutions—including Avaya IP Office contact center applications—so you can leverage current investments and protect new ones going forward, while delivering a consistent customer experience. Many competitive offerings are unable to provide this level of integration.

Learn more

To find out more about how Avaya IP Office solutions can help you enhance productivity and streamline the flow of information in your organization, contact your authorized Avaya BusinessPartner. Learn more now at Avaya.com

About Avaya

Avaya enables businesses to achieve superior results by designing, building and managing their communications networks. More than one million businesses worldwide, including 90 percent of the FORTUNE 500®, rely on Avaya solutions and services to enhance value, improve productivity and gain competitive advantage.

Focused on enterprises large to small, Avaya is a world leader in secure and reliable IP telephony systems, communications software applications and full life-cycle services. Driving the convergence of voice and data communications with business applications—and distinguished by comprehensive worldwide services—Avaya helps customers leverage existing and new networks to unlock value and enhance business performance.

reach
AVAYA
a higher plane
of communication

IP Telephony

Contact Centers

Unified Communication

Services

© 2003 Avaya Inc.

All rights reserved. Avaya and the Avaya Logo are trademarks of Avaya Inc. and may be registered in certain jurisdictions.

All other trademarks identified by ® or ™ are registered trademarks or trademarks, respectively, of Avaya Inc, except

Windows, which is a registered trademark of Microsoft Corporation. All other trademarks are the property of their respective owners. Printed in the U.S.A. 06/03 • BP2131