

# AVAYA



## Avaya IP Office Applications



Converged Voice and  
Data Networks

Customer Relationship  
Management

Unified Communication

Supported by:  
Avaya Labs and Services

## Tools that empower employees and customers

In today's economy, your ability to promptly and effectively provide service to your customers—via their chosen means of communication—is vital to your success. You need a mission-critical system that provides not only the channels of communication your customers want to use, but also the applications to make those communications as convenient and beneficial as possible.

Application support is a key attribute of Avaya IP Office. Applications provide an even wider array of useful functions, helping you fully harness the system's capabilities for maximum benefit in your small or midsize business. Productivity applications like voice mail and PhoneManager help your employees do more work in less time. The Avaya IP Office *eConsole*, the *e-Busy Lamp Field*, and Auto Attendant provide the workflow, collaboration, and self-service tools you need to improve efficiency and knowledge throughout your organization.

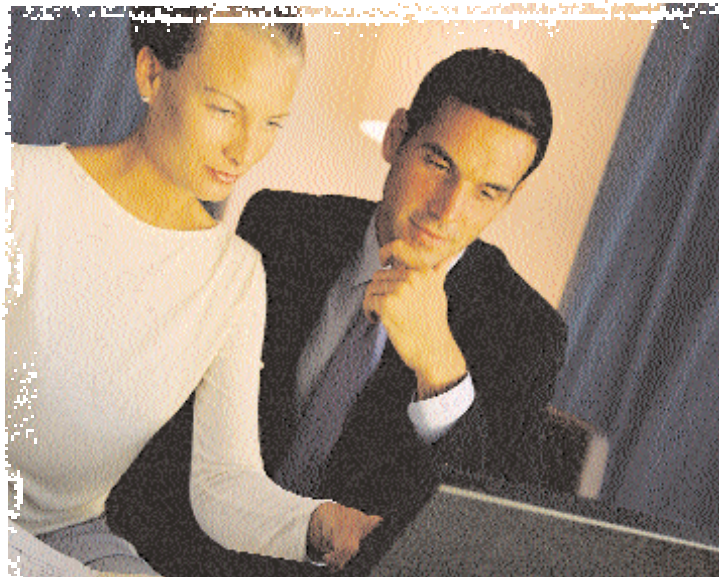
From essential voice messaging to advanced productivity applications, Avaya IP Office applications give your employees and your customers a comfortable and effective way to add value to your relationships—and your bottom line.

## Avaya IP Office voice mail solutions

Voice mail is an integral part of any business and a key element of customer relationship management strategy. When you offer the option of leaving a message, you're providing an after-hours or peak-calling-period alternative for customers who don't have time to wait—either today, or until tomorrow. When you give employees and suppliers the opportunity to relay time-sensitive information securely and access it at any time, your business becomes more proactive and productive. When your people are better prepared and more responsive, your resources are better utilised, and your customers know they can depend on you.

Avaya IP Office voice mail options address a wide range of business needs:

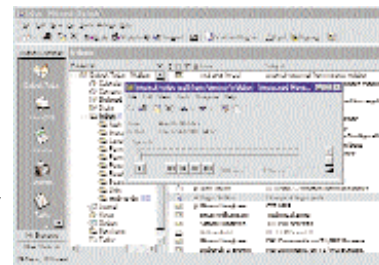
- *VoiceMail Lite* is the standard voice mail application that offers a complete voice messaging solution. Capable of handling up to four simultaneous calls depending on the Avaya IP Office platform used, *VoiceMail Lite* provides



personalised service every day of the year. Service options include automatic answer for unavailable employees, personalised greetings for customer assurance, and the ability to copy and forward messages with attachments to other individuals or groups.

With any messaging system, the identification and notification of messages is critical. *VoiceMail Lite* with Avaya IP Office ensures clear, timely messages by first stamping each message with the date, time, and caller's number—then notifying each user of their voice messages through e-mail, via the *PhoneManager* application or individual terminal display, or periodic rings to the user's designated phone number. The extension ring setting, in conjunction with Find Me/Follow Me, keeps users on top of their messages even when they're out of the office.

When out of the office, employees can access their important messages with remote message collection. It's a simple procedure of dialing the *VoiceMail Lite* server, being automatically "recognised" through your landline or mobile number, or alternatively entering a personal identification number. Messages are then delivered to the remote phone just as they would be to an office extension.

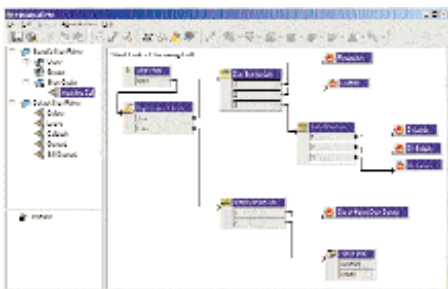


- *VoiceMail Pro* adds significant value to *VoiceMail Lite* with increased capacity and refined services. Businesses with growing needs can scale up to 30 simultaneous calls, and every business can take



advantage of the *VoiceMail Pro Manager*. A powerful voice processing system with an easy-to-use graphical interface, *VoiceMail Pro Manager* offers tools that make your employees more productive, including integrated voice and e-mail messaging, and auto attendant.

At its most basic, *VoiceMail Pro Manager* provides auto-attendant functionality—helping busy operators, and providing information to customers via recorded messages while they route to the appropriate extension. This includes a simple configuration suited to your particular company—



such as “press 1 for sales, 2 for service, or 3 for the operator”—that either answers all incoming calls or serves as the primary backup for a live operator during high-volume periods. Auto Attendant gives

customers a list of department or individual extensions to choose from—increasing the efficiency of your transactions with direct access, and by helping the caller “learn” the extension they need for future calls. Auto Attendant is also helpful when multiple languages are required; businesses can enable an initial selection set that lets callers choose the language they prefer for navigating subsequent options.

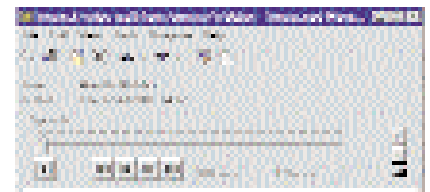
Having trouble with interruptions from people trying to sell you something, or other “blocked” calls? The *Whisper Announce* function asks the caller for their name, which is then forwarded to the destination user who can decide whether to accept the call or not. To avoid frustrated customers and dropped calls, *Assisted Transfer* monitors transferred calls, returning them to the sender if the transfer isn’t answered.

The graphical user interface allows users to set *VoiceMail Pro* functions for given time periods: normal operation, heavy traffic periods, holidays,

and more. *VoiceMail Pro* then anticipates changes to provide the best service possible at all times. A *Speaking Clock* is a free option that monitors calls to help management keep exact strategies for reducing call charges. And *VoiceMail Pro* can even act as an office assistant, triggering actions connected to Avaya IP Office—for instance, allowing users to turn on the office heat via their cell phones as they drive to work.

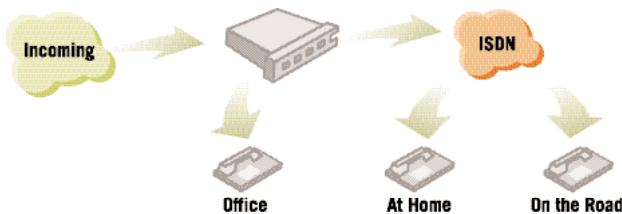
- Searching for messages wastes valuable time—so *Integrated Messaging Pro* creates a single point of management for e-mail and voice mail messages. An optional application for *VoiceMail Pro*, and based on integration with a Microsoft Exchange Server e-mail system, *Integrated Messaging Pro* gives users the convenience they need to spend less time retrieving messages and more time acting on them.

With *Integrated Messaging Pro*, PC users have the advantage of a



sophisticated interface that offers playback options, and even more caller information when it is available. In the Microsoft Outlook application, users see voice mails presented as e-mails with caller information in the header—number, name, or extension. Receiving messages as e-mails gives the user the option of alternately playing back the audio through their PC speakers, or sending the messages to their telephone number of choice via the diverts presented in their desktop terminal. They can then manage messages by e-mail, even as they listen to them by phone.

These tools create significant benefits for users working outside of the office. With message management enabled by *Integrated Messaging Pro*, the user can control messages with their device of choice by automatically updating the message status on all devices. It’s a simple way to enhance the efficiency of message management for all users.

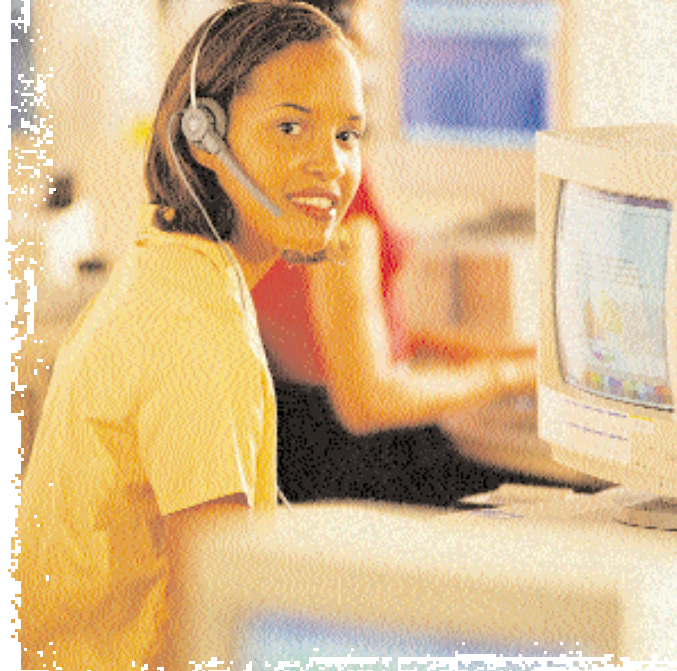


- Personal Numbering* is an integral part of the *VoiceMail Pro* application that gives users the ability to control their accessibility at all times. When away from the office, by accessing the voice mail server and entering their PIN, users can remotely turn their voice mail on or off, set their e-mail forwarding to a given address, or edit their call forwarding and Follow Me numbers to route new incoming calls wherever they are (e.g mobile or home). With this feature, employees who are out of the office can set their extension to automatically forward new incoming calls or voice messages to mobile or home numbers. For more advanced needs, *VoiceMail Pro Manager* becomes a proactive messaging assistant, automatically dialing internal or external users when new messages are received.

The “always open” business is the business that provides full voice mail functionality—messaging, forwarding, rapid response via telephone or e-mail, and the ability to track down employees no matter where they are. Increase the value of your resources through the standard *VoiceMail Lite* by adding the more powerful *VoiceMail Pro* to Avaya IP Office.

## Avaya IP Office phone management solutions

One of the greatest advantages Avaya IP Office provides for small and midsize businesses is simplified control of communications. The *PhoneManager* application delivers this advantage by allowing you to control the telephone terminal from a PC—making traditional call center information such as caller identification, number dialed by the caller, call history, and queue monitoring available to every employee. Just as agents within a call center use this information to deliver prompt, personalised service, regular employees in businesses with or without call centers can recognize important calls, improve their service



levels on all calls, and make more effective and efficient use of their time on the phone.

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

- PhoneManager Lite* can be the one communications tool for every employee in your business. By providing basic call center features for all users through their desktop PCs, *PhoneManager Lite* gives every user the advantage of caller identification, additional caller information, and even the exact number dialed—knowledge your employees can use to answer each call appropriately and professionally. The graphical interface presents information clearly and can be set to pop up on-screen as soon as a call comes in, when the call is answered, or simply at the click of a mouse.

If you have a busy office with the noise of multiple phones, *PhoneManager Lite* can offer distinct rings for specific callers. To aid follow-up and reviews, *PhoneManager Lite* records all received, outgoing, and missed calls using CLI. By double-clicking on the missed call screen, you can simply and quickly perform follow-up actions such as returning a customer’s call. And users are alerted to new voice mail messages, which can be retrieved at the click of a button, encouraging faster responses.

Increased call volumes can either increase or inhibit productivity. *PhoneManager Lite* ensures positive results with drag-and-drop Busy Lamp Field/Direct Station Select functionality. Users can create a departmental or company-wide view of available terminals, see at a glance who’s available



and busy, and either place calls in a common call park area for busy users or connect them to available extensions.

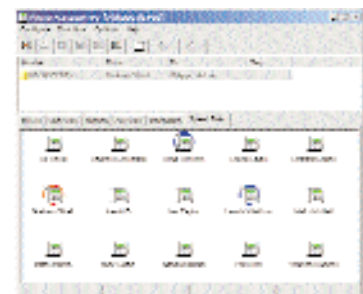
- *PhoneManager Pro* is the ideal upgrade for growing companies that want to give their employees more autonomy in customer service. Building on the value of *PhoneManager Lite* with useful additions that minimise labour and maximise productive time, *PhoneManager Pro* empowers all employees to contribute even more to a positive customer experience. Integration with *Contact Management* software adds functionality to the customer information screen pop, giving users the ability to dial a customer with a single click, or create a new record during a call from the auto-inserted phone number. Your employees can control their own voice mailboxes, monitor up to two queues simultaneously, have access to simple scripting for incoming calls, and record time management statistics—including time-on-call and cost-of-call. They can even control door entry through *PhoneManager Pro*, if the door security system is integrated with Avaya IP Office.
- *iPhoneManager Pro* is the IP soft phone version of *PhoneManager Pro*, enabling all of the productivity tools through a multimedia PC equipped with a sound card, headset, and microphone. Your employees use the same graphical user interface to make, receive, and manage telephone calls—as the application communicates with Avaya IP Office on your LAN. It's a great way to improve the productivity and flexibility of a standard office environment, remote user arrangement, or mobile employee laptop.

With *PhoneManager Lite*, *PhoneManager Pro*, and *iPhoneManager Pro*, Avaya IP Office provides the simplified management and sophisticated functionality small and midsize businesses need for their communications. More detailed information and more powerful tools from Avaya IP Office help your employees make the best use of company resources and customer data.

## Solutions for your attendants and operators

Tools such as voice mail and *PhoneManager* improve the productivity of your business by helping your employees perform both necessary and optional tasks with greater comfort and ease. Additional Avaya IP Office applications make your business more efficient by minimising the steps employees and customers take to arrive at great service.

- The *eConsole* makes your operators integral to your customer service strategy by empowering them to deliver personalised service outside your contact center. A simple graphical interface provides the information they need to correctly answer general questions, prioritise incoming calls, and fully extend your customer relationship management abilities from the front door to the back office. The familiar, mouse- or keyboard-driven console is easy for novice and experienced users to learn.
  - Call Handling Buttons present a wide range of onscreen, immediately accessible forwarding options for mouse or keyboard.
  - Speed Dial Buttons give operators the ability to program one-touch access for ten frequently dialed internal or external numbers.
  - Line Status Display is a simple screen with checkbox indicators for each line configured on the system, allowing dynamic monitoring of numbers, line usage (voice, data, or free), and call direction.



Additional console features include the Incoming Caller Window, Call Information/Notes Window, Outgoing Party Information Window, Queued Call Bar Graph, and Call Park Area.

- The *PC Busy Lamp Field* gives a dynamic view of what's happening in your office, and across your network, to operators via an *eConsole* or stand-alone application. At a glance, operators know who is on the phone, who is available, and who has enabled the "do not disturb" function, allowing them to forward calls to the best person—and know that person is available to take the call.
  - The *Extension/User Status Window* automatically displays colour-coded extension and user information from Avaya IP Office, including the number of new voice mail messages, and allows one-click dialing of extensions via their screen icons. Current extension status—available, in use, do not disturb, or external calls barred—is indicated by colour, or when the operator holds a PC cursor over the extension button.
  - The *Hunt Group Status Window* shows the status for every hunt group on the system—in service, out of service, night service, time-out, queued calls, new and old voice mail, and extension number.

With simple tools that perform important tasks, *eConsole* and *PC Busy Lamp Field* enhance employee efficiency—both individually, and in collaboration with other users and customers. The combination of productivity and efficiency offered by Avaya IP Office applications helps small and midsize businesses like yours make the most of communication and employee resources.



## Immediate and future benefits for your business

Productivity and efficiency gains enabled by Avaya IP Office applications can have an immediate, positive effect on your business. When employees and customers have better information and collaboration tools, positive experiences and business opportunities can multiply. The sustained pattern of productive, efficient, effective business operations and services helps you achieve—and exceed—future goals by making your business even more attractive to current and prospective customers.

**Contact your Avaya representative or Avaya BusinessPartner today for more information on available applications for the Avaya IP Office all-in-one communications system or visit our Web site at [avaya.com](http://avaya.com).**

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