



**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**

**R**ely 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. Have your e-mails read to you over the telephone wherever you are and at any time.



### Front Desk SoftConsole

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



### Phone Manager

Your phones can bring you more than just basic calling operations. With Avaya IP Office Phone Manager, every employee can have personalized, easy-to-use on-screen 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, serve as the primary backup for an operator during high-volume periods, and can even detect and route faxes.

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.



## Handle Calls From Your PC

### Avaya IP Office Phone Manager

The Avaya IP Office Phone Manager provides a range of softphone options that make it easier for everyone to manage calls, whatever phones they're using. Phone Manager lets you tap into advanced call handling capabilities right from your PC screen—access caller identification, call history and station monitoring—even make calls directly from your PC or laptop.

Avaya IP Office offers three Phone Manager variations for different business needs:

**Phone Manager 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. Users can see at a glance who is available to take a call, and make calls via a single click.

**Phone Manager Pro**—all the features contained within Phone Manager 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 or fire alarms through Phone Manager Pro.

**iPhone Manager Pro**—the IP softphone version of Phone Manager Pro, providing all of the productivity tools through a multimedia PC. No hardphone needed. This is an ideal solution for home-workers or remote agents.

Utilize the flexible IP Office messaging options to build the Automated Systems that match both the required customer experience and your business requirements, e.g., information bulletin boards, ticket ordering systems, account inquiry systems, automated attendants, etc. If the VoiceMail Pro Automated 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. Remotely access your e-mails by having them read out over the telephone.

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, as well as some non-Outlook applications, 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.

## 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
Handles up to 4 calls simultaneously	Handles up to 30 calls simultaneously
Provides call answering and messaging and simple call queuing	Provides enhanced contact center management with sophisticated queue announcement capabilities (queue position and estimated wait times)
Recorded personal greetings	High degree of customization, up to 23 languages and an extended range of personal greetings
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
User productivity tools <ul style="list-style-type: none"> <li>• Basic call center tools</li> <li>• E-mail notification of voicemail</li> <li>• Remote voicemail notification</li> <li>• Voicemail services for hunt groups</li> </ul>	Multilevel auto attendant Integrated e-mail and voicemail More call-center-like productivity tools Custom call flow functions (time-specific)
Message date/time and number-stamping	Read e-mails over the telephone Can be used as the centralized voice messaging system in an IP Office network
Messages copied to others	Optional IVR delivers text-to-speech and access to 3rd party data Intuity Telephone User Interface support Callers can break out of a mailbox to reach a live agent/receptionist
	<ul style="list-style-type: none"> <li>• Assisted Transfer</li> <li>• Includes Campaign Manager™</li> <li>• Call recording</li> <li>• Whisper announce</li> <li>• Supports Integrated Messaging Pro</li> <li>• Tight integration with IP Office Manager</li> </ul>




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.

## 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,



## 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. 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. Standards based support in VoiceMail Pro allows you to network with other Avaya messaging systems—further streamlining your communications across locations.

## 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. With the Web-based management tools of the Power Conferencing application, you can set up conferences and share information over the Web. 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 SoftConsole 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, directory search, and monitoring the status of all lines to all hunt group queues at once can be done through a graphical display. And, operators know who is available at a glance.

SoftConsole also allows businesses to set up immediate conferences with up to 64 parties (x2) via drag-&-drop for instantaneous collaboration.

## 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](http://Avaya.com)

<p><b>About Avaya</b></p> <p>Avaya enables businesses to achieve superior results by designing, building and managing their communications networks. Over one million businesses worldwide, including more than 90 percent of the FORTUNE 500®, rely on Avaya solutions and services to enhance value, improve productivity and gain competitive advantage.</p>	<p>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.</p>	<p>reach</p>  <p>a higher plane of communication</p>	
<p>IP Telephony</p>	<p>Contact Centers</p>		<p>Unified Communication</p>

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