



AVAYA

AVAYA IP OFFICE™ SELECT

Powerful team and customer engagement, enterprise-grade scalability and resiliency for midsize businesses. Simple as that.

Fast growing businesses require powerful mobile communications that result in a rich customer experience and enhanced team engagement. Avaya IP Office Select delivers with flexible deployment options - on premise, in the cloud or hybrid, seamless scalability and resiliency, ease of management, simple to use unified communications, and a full featured multichannel contact center.

Overview

As your midsize business grows, so does your need for more sophisticated and powerful communications – enabling your teams to engage in more productive and efficient ways and elevating customer engagement to more satisfying levels. You’ll want a solution that expands easily and cost-effectively where and when you need it to. That offers rock-solid reliability and security. A system that allows you to deliver all that without putting your limited IT resources to the test.

Capabilities

Scale Bold New Heights

With Select, Avaya IP Office grows with you as your business accelerates. Support up to 3,000 users at a single location and across 150 networked sites. Give all users Avaya’s most powerful unified communications and mobility apps to keep everyone connected and productive wherever they happen to be working. Offering impressive built in audio conferencing with 512 channels, Avaya IP Office Select eliminates the need for costly external conferencing services. In addition, you can record the calls for up to 500 customer service agents to help deliver the best customer engagement.

Management Made Easy

Simplified administration is the cornerstone of Avaya IP Office Select. From an intuitive web-based interface, the system administrator can access accounts for all users on a single site or across up to 150 locations. Also, IP Office Select holds all licenses centrally, making it easier to adapt to changes in user sizes at your locations while maximizing your investment.

Further simplify administration through synchronization with your LDAP directory. The synchronization can be on-demand or as a scheduled task, and can be used to add, edit, and delete users. Fields that can be synchronized from LDAP include Name, Full Name, Extension, and E-mail address.

The Highest Uptime

Your business growing businesses demand reliability, and IP Office Select gives you options. An entire location can failover to a secondary server. That server can be in the same or different location, or even be in data center providing communications via the ‘cloud’. For further peace of mind, applications can be provided on premise or via the cloud with failover options for minimum disruption.



Avaya IP Office Select helps your people engage with each other, your suppliers and customers like never before – whether they're working in the office, at home or a remote location, while traveling, or anywhere in between.

In the event of a system outage, the IP phones with active calls stay connected, while idle IP phones simply re-register to the designated failover server. Voice messaging is also critical to many businesses; IP Office Select can be configured as an active-active configuration, providing load balancing between the two servers and full resiliency in case one of the servers becomes unavailable.

Deploying in a virtualized environment? IP Office Select supports VMware HA, an option that provides a virtual standby primary server that protects against system failures.

Powerful Conferencing - Built-in

Built-in “meet-me” conferencing means all users can host their own password-protected conference bridge to enhance collaboration.

Host a multitude of calls simultaneously. Or, schedule them in advance and let IP Office notify participants automatically.

Integrated Collaboration

Effective team engagement goes beyond voice. The ability to share and view documents together in real time with the Avaya Web Collaboration interface takes audio conferences to the next level for faster decision making. The meeting host can even schedule the call and IP Office Select will remind participants when the meeting is about to start. All of this is possible without the need for additional hardware or external systems.

Connect While on the Go

Extend office phones to Apple iPhone and Android smartphones. 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 e-mail is all it takes to download, install, and configure the application on smartphones.

The Productive Home Office

Turn home phones (or any other phone) into office phones with the click of a button in 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. Control conferences and record calls with a single click. All with no end-user software to install or maintain.

Enhance Customer Service

Multichannel Contact Center capabilities with IP Office Select extend 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, e-mail, web chat, and fax, and proactively manage the entire customer interaction lifecycle, which can translate into more satisfied customers and a more profitable business.

Learn More

To learn more about Avaya IP Office Select, contact your Avaya Account Manager or Authorized Partner.

Or, visit us online at

avaya.com/midmarket.

IP Office Select Specifications

<p>SYSTEM COMPONENTS</p>	<p>Primary Server</p> <ul style="list-style-type: none"> • Provides call control, web portal, web collaboration, mobility, IM and presence, messaging, and centralized licensing in a single server • Runs on an Avaya-provided server or a customer-provided virtualized server <p>Secondary Server</p> <ul style="list-style-type: none"> • Provides same as Primary Server, but provides additional capacity and/or resiliency <p>Expansion System</p> <ul style="list-style-type: none"> • Provides additional capacity at a remote location • Avaya-provided server, customer-provided virtualized server, or an IP 500 V2 appliance
<p>SYSTEM CAPACITIES</p>	<ul style="list-style-type: none"> • Up to 3,000 users at a single site or across 150 locations • Up to 1,024 SIP trunk channels per Primary/Secondary server • Up to 256 SIP trunk channels per Expansion System • Trunks with IP 500 V2 - 148 H.323, 240 digital, 208 analog trunks (not simultaneously) • Up to 500 Voice Messaging ports • Up to 500 recording ports • Up to 512 audio conferencing ports • Up to 512 concurrent web collaboration users via an external server • Up to 32 Music on Hold sources
<p>FEATURE DETAILS</p>	<p>Avaya one-X Mobile Preferred Application</p> <ul style="list-style-type: none"> • Simplified call control - tap to call, tap to conference • Make calls using cellular, Wi-Fi, or 3G/4G networks • IM, presence, and directory access keeps you connected • Single click to administer; Single click for end user to install and configure • Supported on Android and Apple iOS devices (requires Power User solution) <p>Conference Features</p> <ul style="list-style-type: none"> • 512 party conference bridge ports • Unique PIN codes helps ensure security for conference calls • Conference entry/exit tones; single beep on entry, double beep on exit • Conference call recording • Conference Call control (Available with IP Office Power User and IP Office Office Worker solutions) • Conference Room automatically dials users and adds them if available (Requires Receptionist solution) <p>Avaya Communicator for Web</p> <ul style="list-style-type: none"> • Access to collaboration tools from within cloud based applications (SFDC, Office 365 etc) • Multi-party audio/Video • IM and Presence • Text and multimedia messaging • Content sharing <p>Avaya one-X Portal for IP Office</p> <ul style="list-style-type: none"> • Point and Click call control • Federated IM and Presence • Integrated Directory • Moderator controls for conference calls • Access the same tools at home without complicated VPN requirements (Available with IP Office Power User and IP Office Office Worker solutions)

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.

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