



INTELLIGENT COMMUNICATIONS

Learn the Facts About IP Telephony

## What's key to enhancing productivity for people in a remote office or teleworkers?

To keep productivity high no matter where people are working, communications tools need to be consistent, portable, reliable, and secure. Many of today's workers operate from different locations and they frequently change locations. A worker may operate in any or all of these ways:

- Traveling either locally or globally, staying connected via mobile devices and remote access.
- Remotely, as a telecommuter or work-at-home employee.
- Roaming the office campus, relying on available computers and phones or dependent on mobile devices

With all these tools, the productivity killer is too much time spent managing and operating devices rather than actually communicating. Avaya Unified Communications offer desktop telephony solutions that make it easy to use your office phone functions from a computer, mobile phone, dedicated wireless phone, or even from a plain old PSTN line.

Avaya Unified Communications consolidate easy-to-use interfaces and make them virtual to create a seamless user experience. Use your same communication tools, regardless of where you are or how you're accessing the network.

Road Warriors have access primarily to a mobile phone. There are multiple Avaya solutions that extend the PBX to mobile devices:

- Avaya Extension to Cellular works with any mobile device and offers one voicemail, one number, and dial-by-PBX, enabling the user to take advantage of low-cost enterprise routing from a mobile device. Calls can be moved seamlessly between the desk phone and mobile phone.
- Avaya one-X Mobile offers an Avaya GUI on select phones. In addition to the features of Extension to Cellular, one-X Mobile includes visual voicemail, synchronized call logs with the desk phone, corporate directory lookup, user-controlled presence, and advanced PBX features like conference and transfer.
- Avaya one-X Communicator presence features let you know colleagues availability and preferred communication options. See whether they are online, on the phone, available for instant messaging, in a conference call, traveling, or on vacation. Quickly determine likelihood of reaching an associate by phone, IM, or video.
- Avaya one-X Mobile Dual Mode offers the above features as well as the ability to connect via Wi-Fi or cellular and to transfer calls between them.
- Avaya one-X Speech supports hands-free emailing, appointment management, and voicemail.
- Avaya Modular Messaging notifies users of urgent messages, assuring that no critical voice messages are missed.

Teleworkers typically work from fixed, remote locations like home offices, and need solutions that enable them to be as productive at home as they would be in the office. These Avaya solutions extend the corporate PBX to teleworkers' homes:

- Avaya IP Softphone provides access to all PBX features from a PC or laptop. Users can control the voice path to be either VoIP on a PC or over a home phone. IP Softphone integrates with existing applications such as Microsoft Communications Manager, IBM Lotus Sametime, and Citrix Presentation Server. Or, Avaya one-X Desktop provides a similar SIP solution.



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- With Avaya VPNremote for 4600 Series telephones, the at-home worker gets an enterprise-quality phone, with the same phone number as his office phone. The home phone connects via the Internet. VPN functionality is provided with specialized firmware.
- Avaya one-X Portal is a web-based solution that integrates telephony, messaging, conferencing, and directories. Users access one-X Portal by pointing their browser to the appropriate URL.

Campus Nomads work while roaming an enterprise's office complex, like a hospital, retail mall, manufacturing location or university. This way of working is on the rise, as people spend more time away from their desks at meetings. Avaya solutions for Campus Nomads include:

- IP wireless telephones are available in specialized rugged versions for hospitals, retail, and manufacturing environments. For typical office environments, lower cost and more stylish versions are offered.
- IP DECT solutions were developed and proven in Europe and were recently approved in the U.S. IP DECT is a voice optimized wireless standard supporting 20-hour talk time phones and simple installation.

## About Avaya

Avaya is a global leader in enterprise communications systems. The company provides unified communications, contact centers, and related services directly and through its channel partners to leading businesses and organizations around the world. Enterprises of all sizes depend on Avaya for state-of-the-art communications that improve efficiency, collaboration, customer service and competitiveness. For more information please visit [www.avaya.com/uk](http://www.avaya.com/uk).