Avaya Multimedia Messaging

Keep business moving - short text, video, and audio messages efficiently beat the time trap of email and unnecessary phone calls

Overview

Texting is the everyday way to communicate volumes with just a few words. Short informal exchanges are a proven way to effectively exchange ideas and save time. “Please send the file.” “On my way.” “Making the deadline?” Imagine your productivity gains if messaging replaced part of the time people spend wading through emails and sitting through unnecessary calls.

Multimedia Messaging delivers powerful IM and presence capabilities for Avaya Communicator users. Individuals and groups can interact and productively handle conversations and engage across locations and time. The ability to communicate using multiple types of media allows people and teams to quickly gain alignment, make decisions, and get work done.

At a Glance

- Single, scalable solution for real and non-real time collaboration capabilities
- Informal social collaboration tool addresses overloaded email boxes
- Drives efficient communication of complex ideas
- Reach people who are mobile
- Include teammates in workflows even if they are offline
- Point to point and multiparty collaboration
- Move between devices; conversations are not locked to one device
- Securely store and deliver messages
- Use administrator controls for service and management

Support the Shift to Instant Messaging (IM) and Ad-Hoc Communications

Avaya Multimedia Messaging is a powerful social collaboration tool for individuals and groups to interact and productively handle conversations and workflows. The ability to layer multiple types of media versus singular voice or text conversation allows for complex concepts to be communicated quickly and easily.

Users can record and send text, audio, video, pictures, files and other attachments in a point-to-point or multiparty IM thread across mobile devices, tablets and desktops.
Key Benefits

Rich user experience: Your choice of media, text, voice, video, files and attachments. One click escalates an IM to a call.

Efficient team interactions: Gain quick alignment on complex ideas. Even include offline users. Informal productive collaboration is effective with individuals or a group.

Mobile friendly: Access the same conversation across smartphones, tablets, and desktop devices. Conversations are up to date. Connect with others where you left off.

Enterprise-class solution: Provides secure message delivery and storage. Your single, scalable solution delivers seamless integration with Avaya Aura® Presence and interoperability across Avaya endpoints.

Deployment flexibility: Multimedia Messaging can be deployed on bare metal or in a VMWare environment, as a single instance or cluster of instances.


Leverage existing IM: Supports full text messaging interoperability with Avaya Aura Presence Services IM users. Multimedia Messaging users can also send multimedia messages to Presence Services IM users.

Simplified licensing and access: Avaya Multimedia Messaging is an entitlement in the Avaya Aura Suite Licenses, and is offered on Avaya Communicator for Android, Avaya Communicator for Windows and Avaya Communicator for iPad (availability across other platforms to follow).

Avaya Communicator for Windows with Multimedia Messaging
Key Features
Leverage our next generation IM solution for the Avaya Aura® Platform to engage with people and teams. Presence-enabled workflows provide natural transitions between choice of communication mode. Rich features include:

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<th>Feature Highlights</th>
<th>Description</th>
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<tr>
<td>Multiple Modes of Media</td>
<td>Provide nuance and clarity with video, text, audio, and files</td>
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<td>Quick-view Dashboard</td>
<td>At a glance view of conversations and new messages</td>
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<td>Presence</td>
<td>See the presence of contacts so you know who is available</td>
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<td>Corporate Directory</td>
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<td>Persistent Conversations</td>
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<td>Subject Based Threads</td>
<td>Helps you easily manage and sort group and individual topics</td>
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<td>Search and Retrieve</td>
<td>Quickly find current and historical conversations on the system</td>
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<td>Participant Number</td>
<td>See number of participants in the thread</td>
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<td>Track Participants</td>
<td>See who has just joined and left the conversation</td>
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<td>Unread Messages</td>
<td>Shows messages you haven’t read yet</td>
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<td>Click to Call from IM</td>
<td>Escalate an IM to a voice call with a simple click</td>
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<td>Time and Identity Stamp</td>
<td>Shows length of conversations and names of participants</td>
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<td>Admin Controls</td>
<td>Flexible administrator controls for service and management</td>
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<td>Secure</td>
<td>Secure storage and delivery</td>
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Avaya Communicator for Android with Multimedia Messaging
System Requirements and Support

Required Licenses
User licenses are included in the Avaya Aura Suite Licensing

Operating System for Server
Red Hat Enterprise Linux 6.2 (64 bits)

Server Hardware (or compatible virtual machine)
For each node when Multimedia Messaging software is deployed on bare metal:
• Dual 2.9 GHz CPUs
  » 6 core per CPU with hyper-threading
• 32 GB RAM
• Application storage:
  » 200 GB is required for application storage
• Message storage:
  » 1TB storage per 1000 users for applications 80 days message content

Virtualization (optional)
Servers:
• VMWare ESXi5.1 or higher
• VMWare vCenter Server 5.1 or higher

Enterprise Directory
Enterprise Directory must exist, the following products and releases are supported:
• Microsoft Active Directory 2008 and 2012
• IBM Domino Server 7.0
• Novell e-Directory 8.8
• OpenLDAP 2.4
• Sun Java System Directory Server
• Enterprise Edition 7.x

Web browser
For administrators to access management functions

Prerequisites and Compatibility

Avaya Aura Platform
Avaya Aura 6.2 FP4 components:
• System Manager 6.3.8
  » Licensing with Avaya WebLM
  » Viewing capabilities for logs and alarms
  » Certificate management
• Presence Services 6.2.4
  » For Presence and IM federation with other applications

Clients
• Avaya Communicator for Android 2.1
• Avaya Communicator for Windows 2.1
• Avaya Communicator for iPad 2.0

Remote Access
• Avaya Session Border Controller for Enterprise 6.3

Learn More
Contact your Avaya representative or visit www.avaya.com to learn how Avaya Multimedia Messaging together with the full suite of Avaya Worker and Team Productivity solutions can help support your business objectives.