



## FACT SHEET

# Avaya IP Office™

### Key Capabilities at a Glance

- **Flexible Deployment:** On premises or hybrid deployments are all supported with IP Office along with the ability to migrate when the time is right for you.
- **All-in-one Communications and Collaboration:** With Avaya Workplace and Spaces as well as connection to Teams: IP Office supports voice, video, messaging, conferencing and calendar and keeps employees productive on any device, from any location.
- **Cost saving applications:** built-in audio and video conferencing, Bring Your Own Device (BYOD), and voice and instant messaging streamline support and reduce monthly costs.
- **Complete mobility solutions:** Whether your employees are on the road, working remotely, or just at a different location, IP Office's intuitive tools and apps keeps them engaged, productive and reachable.
- **Out-of-the-box applications integration:** Embed communications in the applications you already have: Salesforce, Google, Microsoft Office 365 and Skype for Business.
- **Distinctive Customer Contact:** IP Office offers integrated voice, web chat, email, FAX and reporting capabilities that allow even the smallest contact center to support sophisticated and satisfying customer interactions.
- **Peace of Mind:** Highly reliable and secure, IP Office reduces security threats, toll fraud, and down-time through a hardened architecture that has been proven in more than 635,000 businesses.
- **Scalability (5 to 3,000 Users):** Avaya IP Office grows with you as your business accelerates. Support up to 3,000 users at up to 150 networked sites.

With Avaya IP Office, your small to midsized business has affordable, flexible and powerful choices for business communications. Select the features that are right for you today and add new capabilities as your business grows and faces new challenges. Regardless of the IP Office Edition you choose, you'll be backed by Avaya and its 100+ year technology heritage of delivering communications solutions that matter to small and midsized businesses.



# “Avaya’s Technology Has Helped Us Make the Digital Transformation That Was Badly Needed.”

—Ashley Pugh, Managing Director for W. Bruford

**Move from being just connected to being truly productive, with tools that let your people take an active role creating value, delighting customers and engaging colleagues in interactions that deliver meaningful results.**

## Turn-Key (Appliance) Editions

### IP Office Basic Edition

Ideal for small and growing businesses, Basic Edition provides basic voice telephony and messaging, including voice mail, message to email conversion, call forwarding, audio conferencing, automated attendant and growth to 100 users.

### IP Office Essential Edition

Builds on the Basic Edition by adding IP telephony and mobility features, including one-number access and dial by name / extension. Scales to over 350 users.

### IP Office Preferred Edition

All the features of Basic and Essential Editions with integrated unified communications, including IM and presence, web collaboration, mobile access, video, and call recording. Integration with business applications along with a multi-channel contact center is also provided.

## Software-Based Server Editions

### IP Office Server Edition

Supporting up to 2,000 users and 32 locations in a single network, IP Office Server editions adds advanced features like Active Directory integration and centralized web-based administration.

### IP Office Select

With support for the largest IP Office customers with up to 3,000 users and 150 networked locations, IP Office Select offers resiliency through a duplex server option and over 500 ports for audio and video conferencing.

## Avaya IP Office™ Editions

Choose the best version that satisfies all of your business needs!

	Basic Edition	Essential Edition	Preferred Edition	Server Edition	IP Office Select
<b>Capacity</b>					
Users on a Single Server	100	384	1000	1500	3000
Total Solution Users	100	384	1000	2000	3000
Networked Sites	N / A	32	32	32	150
Total UC Users	N / A	N / A	384	750	3000
<b>Mobility, Access, Integration</b>					
Mobility	No	Basic	Enhanced	Enhanced	Enhanced
Avaya Communicator	No	No	Yes	Yes	Yes
Web-based User Portal	No	No	Yes	Yes	Yes
Microsoft Teams and Outlook	No	No	Yes	Yes	Yes
<b>Conferencing</b>					
Ad Hoc Conferencing / Meet-Me Conferencing Users	64 / 0	128 / 0	128 / 128	256 / 256	512 / 512
Conference Scheduling	No	No	Yes	Yes	Yes
Web Collaboration	No	No	Yes	Yes	Yes
<b>Telephony</b>					
System Type	Key System	IP PBX	IP PBX	IP PBX	IP PBX
Voicemail Type	Basic	Basic	Pro	Pro	Pro
Call Recording	No	No	Yes	Yes	Yes
Number of Auto-Attendants	9	40	40	150	500
Number of Receptionists	0	4	4	32	75
<b>Deployment</b>					
Main Deployment Method	Appliance	Appliance	Appliance	Appliance	Appliance
Active Directory Integration	No	No	No	Yes	Yes
Centralized Licensing	No	No	No	Yes	Yes
Contact Center Support	No	No	Yes	Yes	Yes
Avaya Aura Branch	No	Yes	Yes	No	No

## Avaya IP Office User Licenses

IP Office provides flexible user solutions tailored to fit the needs of different kinds of employees, from those who only require basic capabilities, to Office Work features. IP Office Server Edition and IP Office Select customers may choose unified communications licenses such as Office Worker or Power User on users with collaboration needs to Power Users that are highly mobile. IP Office Basic and Essential Edition customers receive standard telephony on an employee-by-employee basis. IP Office Preferred Edition has Mobile Worker and Teleworker options in addition to the Office Worker and Power User shown.

Function Matrix	Basic User	Office Worker	Power User
<b>Deskphone Call Control</b>			
Place / Receive Calls, Hold, Transfer, Park / Page, Conference	Yes	Yes	Yes
Access Telephony Features via Phone UI or DTMF	Yes	Yes	Yes
<b>Web-based Access for Office Collaboration (Avaya one-X® Portal)</b>			
Click to Place / Receive Calls, Point and Click Call Control	No	No	Yes
Conference Scheduling	No	Yes	Yes
Control Audio Conferences	No	Yes	Yes
Federated Presence and IM	No	Yes	Yes
Personal, System and Corporate Directory Access	No	Yes	Yes
Visual Voicemail	No	Yes	Yes
<b>Rich Collaboration for Remote and Mobile Workers</b>			
Turn Your Home Phone into Your Office Phone (Avaya one-X® Portal)	No	No	Yes
Avaya Workplace Experience	No	Yes	Yes
<b>Integrate with the Applications You Already Have</b>			
Microsoft Teams/Outlook	No	Yes	Yes
Google Talk (IM & Presence)	No	Yes	Yes
<b>Voicemail Integration</b>			
Standard Voicemail Box	Yes	Yes	Yes
Store Messages within Microsoft Exchange	No	Yes	Yes
View Voicemail and Email in a Single Inbox	No	Yes	Yes

## About Avaya

Avaya is a global enterprise software leader that helps the world's largest organizations and government agencies forge unbreakable customer connections. Our CX platform is built to unify fragmented experiences, equipping enterprises to evolve their contact centers into connection centers and strengthen relationships that create business value. Learn more at [www.avaya.com](http://www.avaya.com).

