

IP OFFICE DIRECT

Avaya IX Hosted Telephony & UC Solution

Transform your business with Avaya and Google Cloud

AVAYA + 
Google Cloud



Avaya IX Hosted

Avaya IX Hosted Telephony leverages container technologies and provides IP Office telephony and collaborative Unified Communications (UC) capabilities

Avaya IX Hosted is hosted on the Google Cloud Platform and leverages Kubernetes for container orchestration and management. The Google Cloud Platform provides persistent data, internal and external networking, so the deployment does not require any additional servers or networking infrastructure.



Build.
Modernize.
Scale.

Transform your business with
Avaya and Google Cloud

Managed Services

As the service runs on the Google cloud platform it is fully managed to include:

- Resiliency and HA setup. Google resiliency options are supported.
- Continuous around-the-clock monitoring.
- Outage management and recovery.
- Backup, restore, and disaster recovery.
- Software availability and registry management.
- Cluster upgrades and security patches.
- Vulnerability threat management.

To provide the target service availability of 4x9s master nodes are replicated across three zones (data centres) within one Google geographic region.

Key Features of Avaya IX Hosted

Flexibility

- Shrink and grow based on seasonality or organisational requirements
- Don't waste money on licences that aren't being used within the business
- Scale your system as needed

Automated System Management

- IP Office Direct installs, supports and manages the full system
- Receive automatic upgrades & patches
- Proactive system management and real time monitoring
- Monitor potential issues that could affect system performance, including over utilised trunk lines, voice ports and bandwidth utilisation

Resiliency

- Leverage the Google Cloud to gain a resilient and reliable system in a completely operational expense model

Built In Applications

- Web Collaboration: documents sharing, white boarding, full participant controls and a common user interface
- Team Messaging and Online Presence
- Avaya Equinox Mobile Client
- Call Recording Options
- Audio Conference Bridge

Centralised Management

- One intuitive interface
- Monitor potential issues that could affect system performance, including over utilised trunk lines, voice ports and bandwidth utilisation

Enhanced Client & Device

- Avaya Equinox client provides a features rich and consistent user experience across desktop (Windows and Mac) and mobile (Android & iOS) devices
- Expanded J Series phone support provides customer options for a new sleek industrial design and transition to newer, better technology
- Support for Avaya Vantage all glass device with optional integrated HD camera, wide band audio, hands free speaker, cordless (Bluetooth)

Security

- Protect your business with built in, always on security
- Seamless upgrades help maintain your system with the latest security patches to help prevent hacking.

Integration Capabilities

- Google
- Office 365
- Skype for BusinessSalesForce.com
- Simple integration with third party platforms

Features You Need

Functionality Matrix	Telephony User	UC User
Desk Phone Call Control		
Basics Like Make/Receive Calls, Hold Transfer	Yes	Yes
Enhanced Features Like Park/Page & Conference	Yes	Yes
Access Telephony Features Via Phone UI or DTMF	Yes	Yes
Remote Phone Worker 96x1 SRTP Support	Yes	Yes
Voicemail Integration		
Standard Voicemail Box	Yes	Yes
Stores Messages Within Microsoft Exchange	Yes	Yes
View Voicemail & Email in a Single Inbox	Yes	Yes
Web Based Access for Office Collaboration		
Click to Make and Receive Calls	No	Yes
Point & Click Call Control	No	Yes
Conference Scheduling	No	Yes
Control Audio Conferences	No	Yes
Federated Presence and IM	No	Yes
Personal, System and Corporate Directory Access	No	Yes
Visual Voicemail	No	Yes
Rich Collaboration for Remote Workers		
Turn Your Home Phone Into Your Office Phone	No	Yes
Stay Connected With Your Apple iPad Devices	No	Yes
Embedded Point to Point Video Collaboration	No	Yes
Mobile Access for Office Collaboration		
Make or Receive Calls Via Cellular/Wi-Fi/3G/4G	No	Yes
IM, Presence, Conference Controls	No	Yes
Location aware using GPS	No	Yes
Integrate With Applications You Already Have		
Microsoft Lync	No	Yes
Microsoft Outlook	No	Yes
Salesforce.com	No	Yes
Google Talk (IM & Presence)	No	Yes

Avaya J Series Handsets

A new generation of business communicators demands a new generation of smart communication devices that bring Omni channel, Wi-Fi, Bluetooth and other advanced technologies to the business desktop. Avaya's new Essential Experience J-Series devices are built for maximum personalisation and higher user satisfaction —and that means productivity.



OFFICE J169 IP Handset

- 2.8 x 2.1" Greyscale Display
- 8 Button With Dual LEDs
- 4 Softkeys
- 24 Administrative Buttons
- Headset Compatible



OFFICE PREMIUM J179 IP Handset

- 2.8 x 2.1" Colour Display
- 8 Button With Dual LEDs
- 4 Softkeys
- 24 Administrative Buttons
- Headset Compatible



ESSENTIAL J139 IP Handset

- 2.8" Colour Display
- 4 Context Soft Keys
- Delivers High Definition Audio
- LEDs for Speaker and Mute
- Headset Compatible



ENTRY J129 IP Handset

- Ease Of Use
- Two Line Monochrome Display
- Transfer and Hold Options
- 3 Context Sensitive Soft Keys
- Not Headset Compatible

Avaya Vantage Handsets

The Avaya Vantage Series are a new dedicated desktop device that provides simple, instant, seamless & natural Engagement. With Avaya Vantage K155, K165 and K175 they are loaded with capabilities that enable it to deliver unique user experiences with powerful, customisable experiences that mesh into your business processes.



EXECUTIVE

K165 Vantage Handset

- 2.8 x 2.1" Colour Display
- 8 Button With Dual LEDs
- 24 Administrative Button
- No Built-In Camera
- Headset Compatible



EXECUTIVE PLUS

K175 Vantage Handset

- 2.8 x 2.1" Colour Display
- 8 Button With Dual LEDs
- Built-In Camera
- 24 Administrative Buttons
- Headset Compatible



PROFESSIONAL

K155 Vantage Handset

- 5 Inch Touch Colour Display
- 16GB Flash Memory
- Delivers High Definition Audio
- 4 Bits Colour Depth
- Headset Compatible



ADD ONS

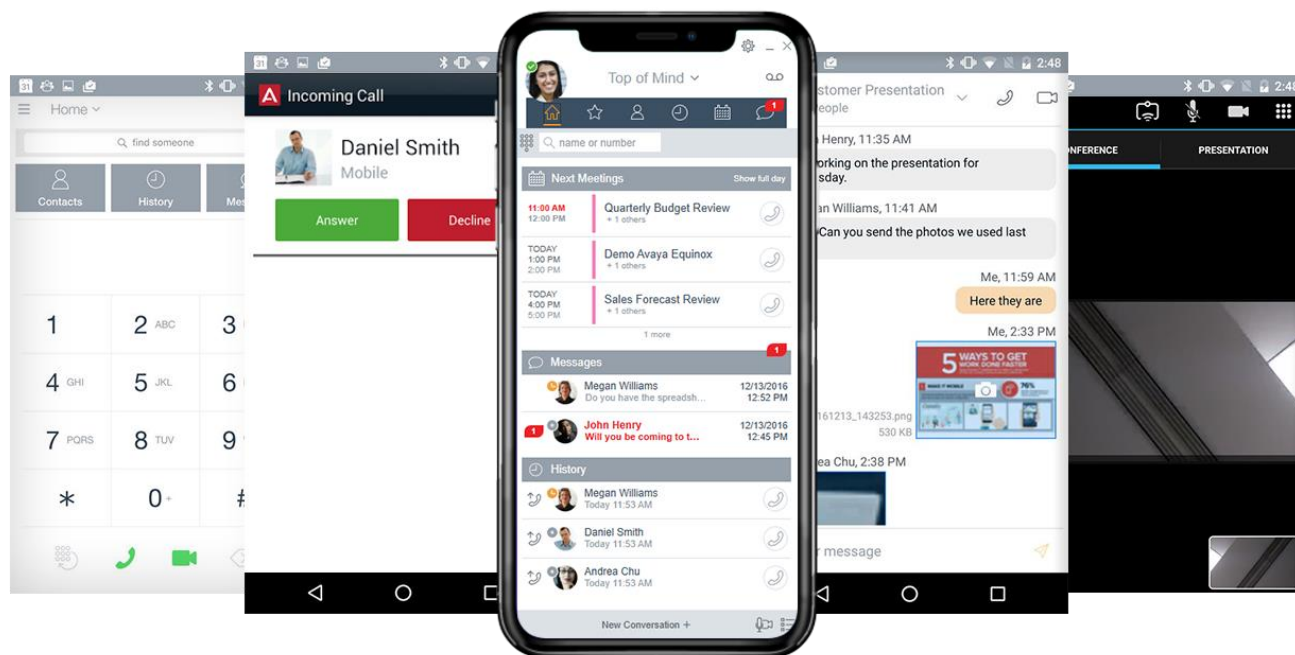
Avaya Vantage Cradle

- The Avaya Vantage Cradle is an optional accessory that you can use to turn the K155, K165 and the K175 into corded handsets.

Avaya Equinox Client

Simplify Communications & Optimised Productivity

The Era of Digital Transformation has begun to radically redefine business communications. Voice is no longer the only way or even the preferred way to stay in touch with customers and colleagues. Instead, video, content sharing and instant messaging are now fundamental. Just as importantly, employees now expect more than just desktop communications.



Communicate & Collaborate

Avaya Equinox delivers a holistic unified communications experience that works as well on a browser, mobile device or room-based system as it does on your the desktop. Communication capabilities follow your profile as you move from device to device.

You can easily access your contact lists, click to call, start a video session or schedule and join a meeting with all the same familiar and intuitive user interface. SIP-based Avaya Equinox clients automatically adapt to the phone, tablet or browser you use to ensure you get an optimal user experience across platforms and device types.

Key Capabilities:

- Always On Messaging
- In App UC Experience
- Web Collaboration & Event Streaming
- Rich HD Video & High Scale Audio
- Software Based with Zero Download
- Flexible Deployment Options

Avaya Call Reporting

Avaya Call Reporting (ACR) is an all-purpose custom reporting, call recording, real time display, and contact center solution. It is designed around the IP Office to help you manage your phone system and your business with ease and confidence.



Avaya Call Reporting helps you manage your phone system and business with ease and confidence. Cradle-to-grave call reporting and tracking is presented through over 50 standard reports. Recording Library provides easy access to recordings within the same reporting interface via IP Office Voicemail Pro integration.

Realtime agents seat and Agent Dashboards enhance IP Office hunt groups and deliver visual call management with wallboards and customised agents dashboard displays.

Reporting	Recording	Real Time	Contact Center
Standard Reports	Standard Reports	Standard Reports	Standard Reports
Custom Reports	Custom Reports	Custom Reports	Custom Reports
Supports	Recording Library	Recording Library	Recording Library
	Recording Port Support	Realtime Agent	Recording Report
		Agent Dashboard	Realtime Agents
		Support	Agent Dashboard
			Skill Based Routing
			Queued Call Back
			Web Chat + Support



IP Office Direct Ltd
Unit 202, Stonehouse Business Park,
Stonehouse, GL10 3UT

t: 0800 280 2280

e: sales@ipoffice-direct.co.uk

w: www.ipoffice-direct.co.uk