IP Office User Productivity Solutions can quickly and easily deliver the right level of communications capabilities to every associate in your organization.

Avaya IP Office User Productivity Solutions

Keep all your associates productive, efficient and connected

Every worker has unique communications needs that are mainly driven by where and how they work. Office workers are primarily at their desks. Mobile associates need to connect wherever they happen to be. Remote workers want to collaborate with the same capabilities they would have in a company office. IP Office User Productivity Solutions – the Basic User, Office Worker and Power User applications – can quickly and easily deliver the right level of communications capabilities to every associate in your organization.

Basic User:

For users who need simple yet necessary communications capabilities, the Basic User solution is the answer. They can make and receive calls, place calls on hold, access basic voicemail, transfer calls and more. The Basic User Solution also is ideal for phones in common walk-up areas of your facility such as lobbies, waiting rooms, and cafeterias.

Office Worker:

The Office Worker application puts deskbound associates in the communications driver's seat. Whether in the main office, remote/satellite facility or working from home — users receive a host of time-saving features that speed collaboration and accessibility. They can click-to-call, IM, see their colleagues' presence status (on the phone, do not disturb, away, etc.), access corporate directories, control conference calls, and more, right in the desktop applications they already use, like Microsoft Outlook or Lync, and web browsers.

Power User:

The ultimate in communications accessibility, the IP Office Power User application builds upon the Office Worker application to enable employees to be as productive as possible in virtually any location or circumstance.

Taking Care of Business: IP Office Power User in Action

Being there when an important customer has a critical issue can make all the difference in the relationship.

When a key customer calls the dedicated vendor service manager, who may be on the road between clients, the IP Office Power User application enables the call to ring on both the service manager's office and mobile phone. Using the geo-location and presence features of Power User, the Service Manager locates the tech closest to the customer. With a quick IM session right from an Apple iPhone or Android smartphone to confirm availability, the service manager can quickly call the customer back to confirm the appointment for later that morning. That's how the Power User application helps keep communication and collaboration flowing without a hitch.

Power User — enables workers to be more responsive, provide better service, and improve customer loyalty.

Armed with a laptop, Apple iPad device, Apple iPhone or Android smartphone, users can make voice or video calls, conduct and control audio conferences, view colleagues' presence, instant message with contacts inside and outside the company, and much more. Want to empower your key associates with the tools to keep them working at maximum productivity and efficiency? The IP Office Power User application is the solution.

Functionality Matrix	Basic User	Office Worker	Power User
Desk Phone Call Control			
• Basics like Make/receive calls, hold, transfer	Yes	Yes	Yes
• Enhanced features like Park/Page and conference	Yes	Yes	Yes
• Access telephony features via phone UI or DTMF	Yes	Yes	Yes
Web-based Access for Office Collaboration[1]			
• Click to make and receive calls	No	Yes	Yes
• Point and click call control	No	Yes	Yes
• Conference scheduling	No	No	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
Rich Collaboration for Remote Workers			
• Turn your home phone into your office phone[1]	No	No	Yes
• Stay connected with your Apple iPad device[2]	No	Yes	Yes
• Embedded point-to-point video collaboration[2]	No	Yes	Yes
Mobile Access for Office Collaboration[3]			
• Make or receive calls via Cellular/Wi-Fi/3G/4G	No	No	Yes
• IM, Presence, Conference Controls	No	No	Yes
• Location aware using GPS	No	No	Yes
Integrate with the applications you already have.			
• Microsoft Lync	No	Yes	Yes
• Microsoft Outlook	No	Yes	Yes
• Salesforce.com	No	Yes	Yes
• Google Talk (IM & Presence)	No	Yes	Yes
Voicemail Integration			
• 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

[1]Avaya one-X® Portal.
[2]Avaya Communicator.
[3]Avaya one-X Mobile Preferred.

System Requirements	IP Office Preferred Edition, IP Office Server Edition, or IP Office Select • ISDN-PRI, T1, E1, or SIP trunks • Voice Compression Module (VCM) Channels when using IP wireless, Avaya Communicator • Microsoft Exchange when using Email Reading and Reply
Avaya one-X® Portal Requirements	**IP Office Server Edition and IP Office Select:** • Included in primary server • External server can be used for additional capacity **IP Office Preferred Edition** • Included in Unified Communications Module • External server can be used for additional capacity **End-user browser requirements:** • Internet Explorer 7 and above, Firefox 16 and above, Safari 5.0 and above
Avaya one-X Mobile Preferred	• Apple iOS 5 and above • Android 4 and above
Integrations	**Microsoft Lync:** Microsoft Windows 7 or 8.x running Microsoft Lync 2010 or 2013 clients **Microsoft Outlook:** Microsoft Windows 7 or 8.x running Microsoft Outlook versions 2003, 2007 and 2010 **Salesforce.com:** Microsoft Windows 7 or 8.x running running Internet Explorer 8.0 and above or Firefox 16 and above
Voicemail Integration	**IP Office Server Edition and IP Office Select:** • Included in primary server • External server can be used for additional capacity **IP Office Preferred Edition** • Included in Unified Communications Module • External server can be used for additional capacity
Avaya Communicator	• PC running IE or Chrome *Or* • Apple iPad device runningApple iOS 6.1 or higher • Broadband Internet connection • Headset
Always refer to the latest Avaya IP Office Technical Tip or Technical Bulletin for any updated information with regard to Operating Systems, Service Packs or PC hardware	

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Learn More

For more information about Avaya IP Office User Productivity Solutions please contact your Avaya Account Manager or your Avaya Authorized Partner.

You can also visit us on **avaya.com**

About Avaya

Avaya is a global provider of business collaboration and communications solutions, providing unified communications, contact centers, networking and related services to companies of all sizes around the world. For more information please visit **www.avaya.com**.

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