



# AVAYA COMMUNICATOR

High performance enterprise collaboration for office and mobile employees

Avaya Communicator brings all modes of collaboration together in one single environment. Give your employees the tools they need to remain accessible and productive throughout their day.

Active participation, pervasive collaboration and quality experiences define the new Era of Engagement for today's enterprises. Getting together with customers, coworkers, and suppliers is no longer enough. Employees need tools to take an active role in creating value, delighting customers and engaging colleagues in flexible interactions that deliver business results. To enable this transformative, people-centric engagement, Avaya has developed Avaya Communicator, a user experience that simplifies and accelerates day-to-day communication while providing deep integration into more advanced capabilities like persistent Multimedia Messaging and Avaya Aura Conferencing. Supported on all leading devices, Avaya Communicator can reduce costs, improve reachability, make employees more effective and deliver a meaningful impact to your business.

With Avaya Communicator you can leverage existing investments and its simple, intuitive interface means there's no need for employees to learn new technology. Out-of-the-box integration and next generation clients allow users to communicate and collaborate from the devices and applications they already know and use. Easily access Avaya collaboration tools like voice, video, presence and instant messaging (IM) from common devices or any cloud-based business application or web page. The experience is seamless and intuitive with an optimized interface across operating systems, including Apple iOS, Android, and Microsoft Windows, and with Multi-Device Access, a single user can support up to 10 different devices.

## Communicate with Ease

Providing access to multiple modalities such as IM/presence, text and multimedia messaging, multi-party audio/video, and content sharing gives users real choice in how to connect and engage with other people and groups. Avaya Communicator offers a single contemporary user experience across platforms and devices including desktops, smartphones and tablets. Interactions are optimized and tailored to users' business tasks and individual profile, including device, location and operating system.

Avaya Communicator delivers a single, integrated communications application for colleagues, partners, and clients to come together and collaborate in real-time.



## GET WORK DONE WITH AVAYA MULTIMEDIA MESSAGING

A powerful social collaboration tool for Avaya Communicator users, Avaya Multimedia Messaging allows individuals and groups to interact and engage across locations and time. Users can communicate complex concepts quickly and easily by layering multiple types of media in a single interaction. Messages can include text, audio, video, pictures, files and other attachments, and can be sent via a point-to-point or multiparty IM thread across mobile devices, tablets and desktops. The secure message delivery system makes it easy to include teammates both on- and offline in a conversation to quickly gain alignment, make decisions and get work done.

- Avaya Communicator for Windows extends unified communications and real-time collaboration services to devices using Microsoft Windows operating systems.
- Avaya Communicator for Web affords easy access to collaboration tools from within cloud-based business applications.
- Avaya Communicator for iPad delivers the unified communication and collaboration features of the Avaya Aura platform to Apple iPad devices.
- Avaya Communicator for iPhone and Avaya Communicator for Android OS equip Apple iPhone and Android OS users with an easy-to-use mobile client that carries enterprise grade telephony and real-time web collaboration to their mobile phone.
- Avaya Communicator for Microsoft Lync provides out-of-the-box integration with Microsoft business applications, extending the full suite of Avaya Aura unified communications and collaboration to platforms already in place.

## Accelerate Engagement

Regardless of how you communicate or where you are, Avaya Communicator brings all your modes of collaboration together in one single environment. Seamlessly integrating with the Avaya Aura platform, Avaya Communicator delivers instant access to voice, video, IM, presence, multimedia messaging, mobile accessibility, and conferencing. Simply sign-on with a single ID and the full unified communication suite is available, personalized to the users' individual needs and profile. With one click, users can see team member availability and engage with them without shifting out of their work application or changing devices. The clean, intuitive user interface provides a consistent and optimized real-time collaboration experience, whether employees are working in the office, at client locations, on the road, or in their home office.

## Optimize your Communication Investment

Use Avaya Communicator to help boost employee productivity and customer service. With Avaya Communicator you can increase ROI and lower TCO by leveraging your investment in Avaya's core platforms. Give your employees the tools so they can remain accessible and productive throughout their day.

**Desktop, mobile and remote user support:** Access Avaya Aura features and services from any location and on any device. Visual voice mail, corporate directory, unified contact lists and call logs, web collaboration, conferencing, IM, aggregated presence and personal contacts are all available in one place from one application – Avaya Communicator.

**Simple, elegant design:** Clean, easy-to-use intuitive controls simplify day-to-day communications to support productivity across the enterprise. Contact centric workflows with natural transitions and escalations allow users to work faster, share more information and communicate more effectively.

**Multimedia messaging:** Combine the power of text messaging with multiple types of media, including audio, video, pictures and files. Messaging and storage with increased security provides access across mobile devices, tablets and desktops. Reach people who are mobile and send messages to recipients even if they are offline.

**Audio and web conferencing:** Reduce OPEX and bring conferencing in-house by leveraging the deep integration of Avaya Aura Conferencing with Avaya Communicator. Collaborators can view and share desktops, and use whiteboards to brainstorm ideas. Moderators have a range of features and controls to keep meetings on-task, including a real-time meeting roster, chat window, mute function, meeting minutes and call recording.

**Sharp HD video:** Integration with Avaya Scopia® video solutions makes easy-to-use ad-hoc or scheduled face-to-face video available to all employees. Tack sharp, high definition video is optimized for viewing on desktops, tablets or mobile devices.

**Connectivity to cloud-based apps:** Connect and collaborate with team members without leaving your cloud-based business application or web page. Make and receive voice and video calls, start a group chat, or instantly share a web page from within the Salesforce.com platform, Google Drive online storage service, Microsoft Office 365 subscription service, Google Chrome and Microsoft Internet Explorer browsers.

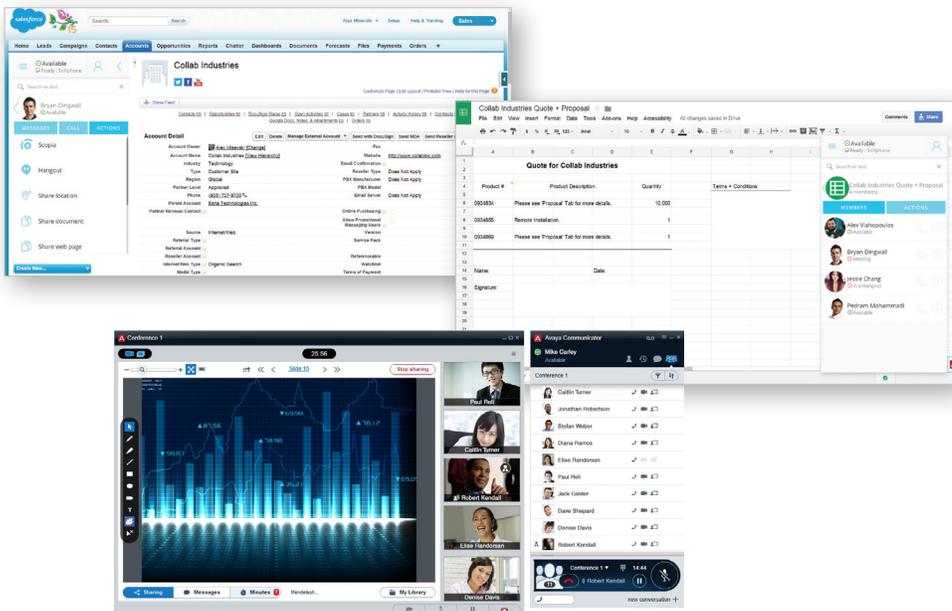
**Performance and quality:** Avaya delivers five nines availability and N+1 resiliency, along with scalability when and where you need it. Media cascading helps reduce bandwidth consumption, and our open SIP-based architecture helps keep your future open.

## Simplified Packaging

Avaya makes it easy to get started. Avaya Communicator is an entitlement in the Avaya Aura Suite Licenses, which bundle together the Avaya Aura features that work best to meet users' needs. Users can download the Avaya Communicator mobile client app from the App Store and Google Play.

# EMPOWER TEAMS TO ENGAGE WITH AVAYA AURA CONFERENCING

Avaya Aura Conferencing brings audio, web, and video conferencing into a single platform. Users can quickly and easily schedule, start, and join meetings from their unified communications experience. Seamlessly integrated with Avaya Communicator, Avaya Aura Conferencing allows users to move from a contact to instant messaging to a voice or video call that morphs to a multi-party ad-hoc collaboration session. Sessions can include mobile workers that use the mobile application to join via their smartphone or tablet. Participants can share content, see and manage rosters, text privately or to the group, and enter individualized notes and action items that can be captured in the meeting report for sharing. With this single conferencing platform, users can host meet-me style conferences, or initiate ad hoc multi-party interactions while helping the enterprise reduce costs by bringing conferencing in-house.



## Learn More

Contact your Avaya representative and visit [www.avaya.com](http://www.avaya.com) to learn how Avaya Communicator together with the full suite of Avaya office and mobility solutions can help you support your business objectives.



Avaya Communicator for Windows main user interface

## Avaya Communicator Feature Highlights

|  |   |
|--|---|
| <b>Quick-view Dashboard</b>            | User names, availability status and message indicators  |
| <b>Presence</b>                        | See the presence status of contacts in your favorites list  |
| <b>Multimedia Messaging</b>            | Short text, video, and audio messages efficiently beat the time trap of email and unnecessary phone calls |
| <b>Corporate Directory</b>             | Easy access to corporate contacts and presence status   |
| <b>Multi Device Access</b>             | Ring up to ten SIP devices - mobile or fixed  |
| <b>24X7 Call logs</b>                  | Never miss a call, see all corporate inbound call history   |
| <b>Aggregated History</b>              | Single view of outgoing/incoming, missed calls and voice messages   |
| <b>Web Collaboration</b>               | In-app launch of doc sharing, see roster and chat with participants                                       |
| <b>Call from Contacts</b>              | Speed connection with direct dial from contacts list  |
| <b>Call Routing</b>                    | Route incoming calls to any device based on schedule/location   |
| <b>Multiple Line Appearance</b>        | Simultaneously manage multiple calls  |
| <b>Control Buttons</b>                 | Hold/resume, add a call/conference, transfer, park, speakerphone  |
| <b>Mobile Switcher</b>                 | Move calls between mobile devices and desktop/deskphone   |
| <b>Dual Mode for Mobility</b>          | Operates on wi-fi/cellular handoff from cell to network, helping reduce cost                              |
| <b>LDAP Authentication</b>             | Apply security policies and corporate passwords for mobile users  |
| <b>Secure Remote Access</b>            | No VPN required with Session Border Controller for Enterprise   |
| <b>H.323 and SIP dual registration</b> | Use Avaya Communicator in conjunction with H.323 deskphone or soft-client                                 |
| <b>Language Selection</b>              | Language selection in settings  |

## About Avaya

Avaya is a leading, global provider of customer and team engagement solutions and services available in a variety of flexible on-premise and cloud deployment options. Avaya's fabric-based networking solutions help simplify and accelerate the deployment of business critical applications and services. For more information, please visit [www.avaya.com](http://www.avaya.com).

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