AVAYA

The Power of We™

What's New with IP Office Release 8.0

Communications integration with desktop applications

Enhance productivity and efficiency for office workers

Enabling office workers to be as productive and efficient as possible is challenging. Today's small and midsize businesses are inundated with information, messages, requests and more. Having separate interfaces on the desktop – email clients, instant messaging, presence –impacts efficiency. With IP Office 8.0, office workers can take control of their desktop experience to help improve productivity.

IP Office embeds productivity-enhancing capabilities into familiar and frequently-used PC interfaces (such as Microsoft Outlook and Salesforce.com). Now, users can see their colleagues' status (who's on the phone, away from their desk, on do not disturb), and send an instant message, dial their number, conference in a group of associates, or send an email with just a click of a mouse.

Simplified unified communications helps keep your business productive and responsive.

Capabilities

Comprehensive Control – With the enhanced Avaya one-X® Portal for IP Office, office workers get a host of new capabilities to help then operate more efficiently: new call handling features (such as the ability to mute callers); federated presence with Google Talk contacts; Microsoft® Exchange calendar mining, and more.

Integration with PC Interfaces – Bring the power of IP Office to popular desktop applications such as Microsoft® Outlook and Salesforce.com®. Embedding communications directly into these applications helps improve efficiency: click to call or conference call right from the interface; send instant messages to anyone in the corporate directory; check and prioritize voice mail and email together.

Efficient Call Control – Easily manage your call handling needs from Avaya one-X® Portal for IP Office, Microsoft Outlook or Salesforce.com. Frequently used features, such as transfer, hold, and more, are available from the interface.

Presence and Instant Messaging – Embedding presence and instant messaging in these popular interfaces allows office workers to stay connected and responsive to each other, helping to keep business moving. Federated presence enables you to collaborate with your GoogleTalk contacts, whether internal or external to your business.
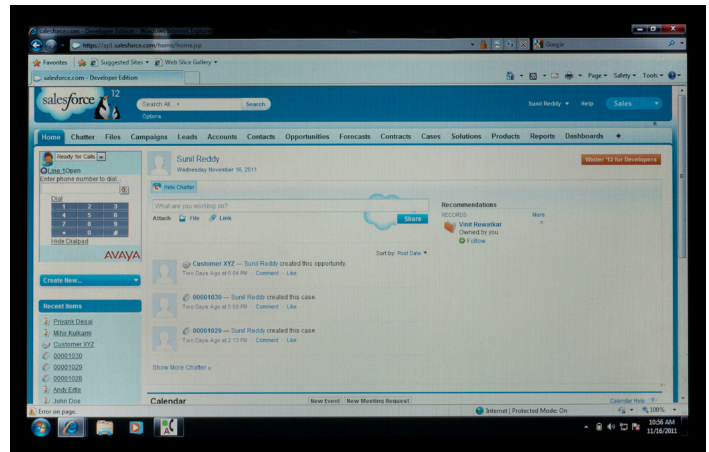
Benefits

Improved Efficiency – Enabling associates to use the interfaces they are most familiar with helps speed communications and save time.

Enhanced Cost Effectiveness – By integrating IP Office communications capabilities into applications you already own, you make the most of existing investments.

Non-stop Productivity – Reducing the amount of time office workers spend navigating between applications on their desktop frees them to focus on the most important – and productive – tasks every day. Decisions get made faster, and employees can stay on top of critical tasks.

Improved Customer Service – Integrating capabilities such as instant messaging, simplified click-to-call and presence features into applications employees use all the time drives faster response times and greater customer satisfaction.

To learn more, contact your Avaya authorized partner.