

AVAYA



Avaya Communication Manager

Advanced Telephony Software For Evolving Networks



IP Telephony

Contact Centers

Unified Communication

Services

Today's typical enterprise is in transition—looking for opportunities to increase operational efficiency and effectiveness—it often must do more with less.

Concurrently, the enterprise has an increased requirement to optimize security and business continuity to manage and lower risk. Control is vital. That same control must be harnessed to support the realities of business, those which never change, the need to drive revenue and serve customers better every day.

Enterprises have it in their power to achieve these goals and deliver superior results that improve the bottom line. Avaya is enabling enterprises to deliver these objectives through a unique combination of applications, systems and services that simplify the complex, working with existing infrastructure to optimize productivity, network performance and investments.

It doesn't stop there. Helping to serve increasingly distributed and mobile global organizations and to leverage their skills and core competencies, Avaya provides a single point of accountability for convergence. It offers this in truly multi-vendor environments, providing customers with the confidence and ability to reap business results as they evolve... at their desired pace and path.

What does this mean? It means peace of mind—an unprecedented level of assurance in a converged world.

Experience, expertise and vision. Avaya has it all. Reach a higher plane of communication with Avaya.

Reach for the benefits of increased performance

Designed for today's multi-vendor, multi-location network environments, Avaya Communication Manager is feature rich voice application software with call processing capabilities, messaging and contact center functions. It supports widely accepted application-programming interfaces that enable a range of Avaya and third-party applications. It's scalable to meet the changing needs of the smallest to largest enterprises, and provides up to 99.999% reliability. Developed by Avaya... it provides the highest level of voice quality.

And as the core telephony software for the Avaya MultiVantage™ Communication Applications, Avaya Communication Manager gives you the flexibility to introduce IP telephony when and where it makes the best sense for your business—while leveraging existing Avaya DEFINITY® equipment.

Rich features that enhance your business

Avaya Communication Manager builds on decades of enterprise telephony leadership to bring industry leading, intelligent call processing to your enterprise. It enables call control on a dynamic, call-by-call basis, along with full telephony functionality—then takes this to the next level by adding support for new applications, infrastructure and communications devices. As the power behind the enterprise class portfolio, Avaya Communication Manager provides rock-solid performance to today's enterprise.

Accessibility through Communications

Avaya is committed to developing capabilities that enable employees with disabilities to communicate in ways they couldn't before. With features such as Speech Access, Audio Phone Status and TTY over IP, Communication Manager delivers on that commitment and helps enable the enterprise to grow revenue and productivity.

Whether you need a mission-critical contact center, a competitive differentiator like unified communication, or additional service aids like multimedia messaging and directory support, you're able to provide it—in every location, right to the edge of your enterprise.



Boost end-user productivity

No matter what business you are in, it's to your advantage to help your team work smarter, faster, and more efficiently. Avaya Communication Manager gives you the tools your users need.

- To handle incoming calls effectively—our Call Coverage feature automatically redirects calls based on preset criteria, such as time of day or type of call; Send All Calls allows users to temporarily redirect all incoming calls to coverage; Priority Queuing, Back Up Alerting, Timed Reminders, and Attendant Vectoring are very helpful and Night-Service Console provides choices for incoming callers after business hours.
- To increase efficiency—Abbreviated Dialing, Last Number Dialed, and Internal Automatic Answer features save time; Integrated Directory gives display-telephone access to the system database for One-Touch Extension Dialing; Intelligent Call Routing sends your calls along the best and most efficient path based on your rules or the time of day.
- To improve collaboration—Meet Me conferencing replaces third-party services for small conferences by providing a pre-established bridge number; Group Paging enables speakerphone announcements to preset user groups.
- To increase mobility—Remote Call Coverage/ Forward Off-Net allows users to redirect calls through their office phones to another location; Personal Station Access allows telecommuters to activate their extension and preferences on a shared office phone.



Improve customer interaction and help realize your business objectives

Through the most robust Automatic Call Distribution (ACD) feature set available, Avaya Communication Manager delivers call-routing capabilities for contact centers of any size—from small, single-site to large, sophisticated, multi-site deployments.

- Seamless multimedia messaging and message networking capabilities help ensure that critical customer and associate information can be easily accessed and can be shared across locations/time zones for enhanced communications.
- Multiple contact centers in multiple locations function as a single customer service center, and Avaya Communication Manager matches incoming callers with the best available agent regardless of location.
- Agents receive screen pops that improve their service and can inspire add-on business opportunities, as well as contact center statistics that help them take an active role in improving their productivity.
- Detailed reporting supported by Avaya Communication Manager enables informed decisions by contact center managers for optimal efficiency.
- Computer telephony integration (CTI) support enables caller identification, call recording, agent assistance, and more helpful features.

Simplify network management and monitoring

Communication Manager includes Integrated Management as a component of the base software, with the aim of providing enterprises with powerful management; administration and monitoring tools for converged networked systems. Not only can the enterprise have world class telephony software, now they have second to none systems and network management tools included at no extra cost, giving them a truly turnkey telephony solution.

Scalability, reliability, and flexibility that enable your growth

Whether you have the largest, most sophisticated enterprise network or a small installation you're hoping to grow on, Avaya Communication Manager can do the job with the reliability today's business environment demands and the flexibility today's technology requires.

Scale to your current size and to your potential

You may be right where you want to be, or just getting started; Avaya Communication Manager supports you all the way to your goal. Running on our more powerful Avaya Media Servers and Avaya Media Gateways, Avaya Communication Manager scales effectively from under one hundred users to as many as 36,000 on a single system—and more than one million users on a single network. Even the busiest enterprises get performance that meets their needs with support for up to 8,000 trunks and 300,000 Busy Hour Call Completions (BHCC).

It's a level of scalability that allows any enterprises to support its operations, simplify management, and significantly reduce total cost of ownership with a single Avaya Communication Manager-based network.

Rely on your communications

Your business needs to rely on innovation that is trustworthy. Avaya Communication Manager eases your mission and your mind with proven Avaya call processing software, trusted by businesses around the world using our world-class Avaya Media Servers. The combination of this software and proactive monitoring through our Avaya EXPERTSM Systems gives Avaya Communication Manager up to 99.999% reliability for switched-circuit voice dependability in an IP-based voice network. In the event of an emergency, seamless communication is maintained through our World Class Routing feature that redirects calls away from trouble. Power Failure Transfer automatically supplies alternative power to your system if necessary. And Call Admission Control, with PSTN fail-over, enables enterprises to manage their VoIP bandwidth to help ensure high quality voice during peak periods while maintaining critical communications.

Your security is protected at all times by a variety of features. Voice privacy over a LAN/WAN is provided by Avaya market-leading real-time media encryption, while Malicious Call Trace, Crisis Alert, and E911 capabilities help protect your property and employees. Class of Restriction (COR) capabilities allow you to set different classes of privileges for both making and terminating calls—as many as you feel necessary to create the desired level of security. These classes can include certain user groups, facilities, or even aspects of your network. And our Access Security Gateway products give you the power to secure, monitor, and control the voice and data ports used for remote access. They help you to keep productivity high while keeping your critical information safe.



Be flexible for migration and global business needs

You have to be able to communicate effectively—despite variations in technology, and according to your business plan. Compatible with Linux, Microsoft Windows® 2000, and the Avaya DEFINITY Server’s version of Unix, Avaya Communication Manager gives you the ability to move to a converged network when it makes sense. Now you can:

- Deliver applications over IP, TDM, ATM, and wireless networks,
- Leverage existing communications devices in central and remote offices, whether they’re digital, analog, IP, or wireless,
- Support your communications anywhere in the world with a variety of signaling methods—H.323, ISDN-PRI, ISDN-BRI, and more—as well as the Q.Sig international standard,
- Ease integration of third-party applications with open application programming interfaces—including TAPI, JTAPI, TSAPI, ASAI, and more. The ability to combine new Avaya Media Servers and Avaya Media Gateways with existing Avaya DEFINITY Servers lets you create a network that meets your business and budget needs, and take advantage of distributed networking to extend applications to the edge of your organization.

Software Packages

Communication Manager is available in two offerings, enabling enterprises to customize the appropriate package for their business needs. The packages are:

1. Communication Manager - targeted for single site arrangements, or when connecting a server to non-survivable branch offices,
2. Communication Manager Enterprise Edition - targeted for multi-site customers with advanced networking and survivability needs at the various locations.

Along with these custom packages customers can also choose mobility packages, which include IP Softphone. Extension-to-Cellular and Speech Access. Now an enterprise can provide state-of-the-art mobility applications to any employee in their enterprise. Avaya as the market leader in telephony software now provides enterprises with the powerful capability of customizing their telephony software right down to the individual employee level.

Advanced IP telephony that works today, and tomorrow

- Scalability, reliability, and flexibility that enable your growth
- Quality of service that upholds your reputation
- Effective devices that empower end users
- Services that support your investment



Quality of service that upholds your reputation

Whether you're a large global organization or a small local business, the quality of your communications is an indicator of the quality of your business. Avaya Communication Manager is up to the task for the largest of enterprises with its high-performance VoIP engine that maintains consistent excellence in voice, video, and data communications quality. Utilizing industry standard control methods—H.323, H.248, and SIP (in future releases)—Avaya Communication Manager can provide the highest level of performance for all transmissions. Your most important communications, and especially voice traffic, are given highest priority by industry-standard Quality of Service (QoS) protocols, including DiffServ, VLAN, and RSVP. All Avaya communications solutions exhibit the low latency and delay levels you expect from an industry leader in converged communications. And our reporting and system monitoring features help ensure service quality that's consistently a credit to your enterprise.

Effective devices that empower end users

The end user's desktop, home office, or mobile device is where the real value of your network is realized. Among the variety of digital, analog, IP, and wireless devices Avaya Communication Manager supports, these are particularly effective on distributed IP networks.

- Avaya Extension to Cellular is software that, when combined with a cellular phone, offers one number access—anytime, anywhere, and to anyone in your company. Avaya Communication Manager enables the Extension to Cellular solution to transparently bridge calls from the Avaya communications server to any digital cellular phone, regardless of service provider or cellular standard.
 - Avaya IP telephones bring all of the features of Avaya Communication Manager to your desktop. The Avaya 4600 Series includes 2-, 6-, 10-, 12-, and 24- button telephones. The Avaya 4620 telephone has a large display screen and a variety of programmable function keys. The Avaya 4630, a full-color touch screen phone provides an executive level device with flexible key functionality for a variety of uses. With high audio quality and extensive features, Avaya IP telephones are essential to realizing the full potential of a converged voice and data network with functionality for a variety of uses.
- The Avaya 4602/4602SW IP Telephone functions as an industry-standard SIP telephone, an internal endpoint for Avaya SIP communications solutions and as a traditional IP telephone. It provides investment protection with easy upgrades, reduces complexity by providing feature transparency across devices and enables presence-based solutions. With high audio quality and extensive features, Avaya IP telephones are essential to realizing the full potential of a converged voice and data network.
- Avaya Modular Messaging delivers powerful, forward-looking voice/fax and unified messaging capabilities with all the reliability and flexibility you'd expect from the world's leader in messaging. This standards and IP-based messaging platform is the messaging system of choice for enterprise customers of all sizes and types, and integrates seamlessly with your existing Avaya INTUITY™ AUDIX® and Octel messaging systems, protecting your investment and helping ensure easy migration for your employees. Scalable from 4 to 144 ports and capable of handling up to 250,000 networked subscribers, Avaya Modular Messaging uses a unique architectural approach to provide choices that ensure user productivity, flexibility, reliability and lower costs. And with its abundant features and applications—including Find Me/Notify Me, Caller Applications, and standards-based Client Interface desktop access to voice, fax and email messages, among others—Modular Messaging keeps pace with industry-leading Avaya Communication Manager.
 - Avaya IP Softphone is a simple tool for accessing and managing all business telephony communications from any location with Internet access. Avaya IP Softphone software gives users the ability to place and receive calls and access multi-media messaging from a PC or laptop computer.
 - Avaya IP Softphone for Pocket PC brings these same capabilities to any Windows CE Pocket PC handheld device (e.g., Compaq iPAQ).

Services that support your investment

Avaya Global Services offers a single point of accountability to design, build, and manage Avaya Communication Manager and multi-vendor communications networks worldwide. From needs assessment to business continuity planning, from deployment to maintenance, Avaya Global Services can help you do more than ever before, with less than ever before. Plus, we provide a single point of accountability for convergence in multi-vendor environments, providing you with the confidence and ability to reap business results at your own pace.

A global leader in enterprise communications

Avaya has decades of experience developing and evolving the sophisticated telephony capabilities that are now available in Avaya Communication Manager. This advanced, reliable software delivers more than 500 voice application features that our customers—including more than 90% of the FORTUNE 500® companies—rely on every day. With proven voice communication, secure network infrastructures, and reliable voice and data applications, Avaya can power faster decisions, more profitable transactions, and closer relationships that will benefit your business now and in the future.

Advanced IP telephony that works today, and tomorrow

As a market leader Avaya continually looks at ways to turn break-through technology into real world applications that deliver value to the enterprise. The adoption of Session Initiation Protocol (SIP) support in Communication Manager enables enterprises to unleash the power of Communication Manager as a telephony server that connects users on analog, DCP, or IP phone devices on the existing telephony network with Avaya SIP telephones, such as the 4602 SIP phone, or any SIP-compliant device. Through the combination of Avaya Converged Communications Server and Communication Manager, enterprises can:

- Plan a migration path towards open, standards-based telephony that maximizes their existing investments,
- Reduce costs by extending SIP telephony trunks to IP network service providers to take advantage of new SIP-based PSTN origination/termination services,
- Enhance employee communications by deploying secure Instant Messaging capabilities integrated with telephony via Avaya IP Softphone (R5) client, with presence-awareness capabilities that eliminate phone tag and missed communications.

In today's ever-changing markets, lost time in the transition from current investments to future capabilities quickly becomes lost revenue and market share. Avaya Communication Manager can help you make that transition quickly while maintaining revenue and controlling costs. With rich features, reliability, proven quality, and compatibility to your needs, Avaya Communication Manager delivers all of the benefits and none of the risk of converged voice and data networks.

Combined with the new and powerful components of the Avaya IP Solutions, Avaya Communication Manager helps make it possible to reach your business objective using your current technology.

To learn more, please contact your Avaya Client Executive, Authorized Avaya BusinessPartner or visit us at avaya.com/learnmore/ip. For more information about Avaya and our other award winning solutions, visit avaya.com.



About Avaya

Avaya enables businesses to achieve superior results by designing, building and managing their communications networks. More than one million businesses worldwide, including 90 percent of the FORTUNE 500®, rely on Avaya solutions and services to enhance value, improve productivity and gain competitive advantage.

Focused on enterprises large to small, Avaya is a world leader in secure and reliable IP telephony systems, communications software applications and full life-cycle services. Driving the convergence of voice and data communications with business applications – and distinguished by comprehensive worldwide services – Avaya helps customers leverage existing and new networks to unlock value and enhance business performance.



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