

Avaya Telephone System Solutions

Telefonix Voice & Data install and maintain Avaya telephone system solutions for every size and type of business. Avaya telephone systems are our most popular telephone systems and are specifically designed for small and medium businesses. The features which distinguish Avaya systems from the others include:

- Established supplier with excellent roadmaps, investment protection guarantees and ROI
- Wide range of standard features encompassing everything a business needs from its communication platform to make it in the 21st century
- Easy to use handsets & software which are both continually updated
- Great range of additions made by 3rd party suppliers - music on hold, call logging etc

The Avaya logo is displayed in a bold, red, sans-serif font.The logo consists of the text "Gold SMB BusinessPartner" in a small, black, sans-serif font, with "BusinessPartner" in red. To the right of the text are three small squares: a grey one, a dark grey one, and a black one.

Why Telefonix Voice & Data?

Telefonix Voice and Data are a Gold SMB Avaya business partner which specialises in Avaya IP Office telephone systems for companies in the sub 300 space

- Telefonix Voice and Data are one of the test centres for new versions of Avaya IP Office and we are able to feedback on what features go into new versions
- A converged IT and telecoms company through which you'll obtain great value for money by combining your requirements into one, we also have the largest converged demonstration centre in the south of England
- Ongoing record of success with Avaya telephone systems as witnessed by these Avaya case studies:
 - o "We were at our wits end with our phone and contact centre supplier experience and were concerned about the levels of customer service being offered to our customers. Luckily we found Telefonix, a converged voice and data solutions provider who matched us in hard work, creativity and knowledge."
 - o "We've been delighted with the technology recommendations that Telefonix have made to us. In particular, investment in Telefonix' recommendation of the Avaya IP Office system continues to bear dividends, serving our factories, offices and mobile sales team to an equally high standard."
 - o "Our aggressive business plans require shrewd investment in a technology solution that will support the evolution of the business, and Telefonix demonstrated a rare understanding of not only the technology, but how to apply it to support a rapidly growing multi-site operation."
 - o "Investing in Avaya IP Office when our company was in need has proven to be a very smart business decision, coupled with the backup and support of Telefonix who are as creative in telephony as we are in ballooning."
 - o "By redesigning our account handling departments into four separate call groups, we immediately noticed a difference in the customer service that we were able to give to our clients. Since then we have gone from strength to strength, expanding our customer teams as much as 70% in one year, and with Telefonix maintaining the system for us, the system is completely hassle free."
- Our staff are all Avaya-certified
- Incredibly competitive deals on offer because of our volume of sales
- Discounts on support, maintenance and subsequent item purchases

Contact Us

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IP Office Essential Edition

For Essential Business Communications

Overview

The IP Office *Essential Edition* is the foundation upon which to build your IP Office solution. Providing the necessary call handling and routing functionality for IP Office, *Essential Edition* helps ensure small businesses have the communications tools they need to operate effectively and efficiently.

Get the basics: caller ID, dial-by-name, automated attendants, conferencing, voicemail, and more. *Essential Edition* provides the “must haves” small businesses need to enhance their communications with customers and colleagues and streamline their operations.



Capabilities

- **Automated-Attendants** – Program up to 40 automated attendants (maximum 4 simultaneous calls) to handle almost any customer situation. Customize caller greetings so key clients receive a personal message and are routed directly to the most appropriate person or team.
- **Dial By Name** – Callers can easily reach the person they want to connect with by simply typing the name on the phone keypad.
- **Voicemail** – A range of choices that enable staff to stay connected regardless of where they are. Retrieve voicemail messages from the keypad on any telephone, through the context-sensitive display on an Avaya phone, or via email (voicemail messages show up just like an email).

Benefits

- **Efficient call handling** – Through touch tone prompts, quickly route customers to the right department to save your time and their's
- **Convenience** – Enable callers to easily enter the name of the representative they seek for fast, personalized attention
- **24-hour access** – Customized voicemail greetings for each member of your staff enables customers to feel connected even when you're not there

Specifications

Format	• Compact Flash Card
System Requirements	• IP Office 500 system
User Requirements	• Any IP Office telephone
Feature Detail	• Maximum of 4 concurrent calls • Approximately 15 hours of storage • 40 simple automated attendants • Multiple language support • Message control: Save, Delete, Forward, Repeat, Rewind, Fast Forward, and Skip Message • All messages time & date stamped • Break out to reception
Related Products	• IP Office Preferred Edition • IP Office Advanced Edition

About Avaya

Avaya is a global leader in enterprise communications systems. The company provides unified communications, contact centers, and related services directly and through its channel partners to leading businesses and organizations around the world. Enterprises of all sizes depend on Avaya for state-of-the-art communications that improve efficiency, collaboration, customer service and competitiveness. For more information please visit www.avaya.com.



INTELLIGENT COMMUNICATIONS

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