

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



Gold SMB
BusinessPartner



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:
 - "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."
 - "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."
 - "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."
 - "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."
 - "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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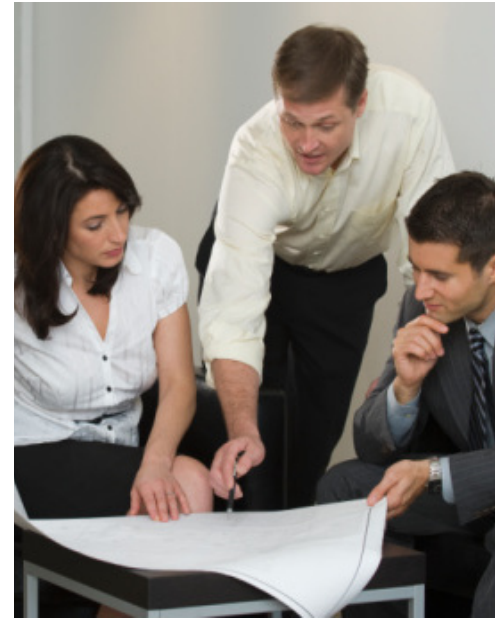
IP Office Preferred Edition

For Optimal Responsiveness and Professionalism

Overview

IP Office *Preferred Edition* delivers intelligent communications capabilities that enable staff to collaborate easily and respond quickly to customers and colleagues. With *Preferred Edition*, businesses can use communications to establish a competitive edge – through intelligent call routing, sophisticated messaging – and call handling and application integration.

IP Office *Preferred Edition* enhances all the capabilities of *Essential Edition* and much more.



Capabilities

- Scalable and Sophisticated Voicemail** – Handle up to 40 simultaneous calls. Make the entire staff more productive and efficient. Broadcast a single voicemail to all employees, a specific department or just one team. Address messages by extension or name. Have voicemail messages “find” you and alert you to new messages.
- Secure “Meet Me” Conferencing** – Two 64-party conference bridges make it easy for all users to host their own personal password-protected conference bridge to securely collaborate with customers and colleagues. Its unique call capacity lets you host a multitude of calls simultaneously.
- Automated Call Routing** – With the ability to create an unlimited number of automated attendants (each with an unlimited number of levels), sophisticated call routing is now a reality for any size business. Customize attendants to handle calls by time of day, day of week or other variable. Program attendants to recognize callers and deliver personalized messages to them. Pre-record announcements (holiday greetings, promotions) and schedule them for future use.
- Call Recording** – Built-in recording of incoming or outgoing calls. Set the frequency of recorded calls (all calls or a percentage of calls). Record calls on demand with the push of a button. Recordings can be sent directly to voice/ email mailboxes as a WAV file attachment for forwarding via email.

Benefits

- Investment Protection** – Expandable as your business grows. Handles ten times more voice messaging capacity than *Essential Edition* to accommodate higher number of calls from customers and additional users
- Empowerment of all users within or across the business...**All users can spontaneously host their own personalized and secure conference calls.
- Flexible management** – Easily adapts to your changing business needs
- Communications assurance** – With the ability to easily record calls no one should ever miss important information from a meeting

Specifications

System Requirements	<ul style="list-style-type: none">• IP Office 500 system• Ethernet-attached PC running Microsoft Windows XP Professional SP3, Windows Vista Ultimate SP1, Microsoft Windows Server 2003 R2, Microsoft Windows Server 2003 SP2, Microsoft Windows Small Business Server 2003 R2, Microsoft Windows 2008 Server; Intel Pentium D 945 dual core / AMD Athlon 64 4000+; with 2 GB RAM and 30 GB free hard disk space.• Voicemail synchronization in Email and Browser based access to voicemail works with any IMAP mail client (Outlook); Web access supported on Microsoft Windows Server 2003 SP2 and Server 2008• IP Office 500 systems support a 2 x 64 party conference or combinations thereof; cannot be combined.• Requires as many digital trunks/channels as external participants. For example, 1 T1 allows 23/24 external parties, 1 E1 allows 30 parties, etc.
User Requirements	<ul style="list-style-type: none">• Any IP Office telephone
Feature Detail	<p>System Features</p> <ul style="list-style-type: none">• Up to 40 concurrent calls for voice mail access• Voice storage dependant on PC hard drive size (1MB per minute)• Unlimited multi-level intelligent automated attendants• CLI/ANI number screening to personally answer and route known callers• Time & date profiles to cater for public holidays and emergency closures• Sophisticated in-queue announcements advises callers Estimated Time to Answer and Position In Queue• Multiple language support• Single, centralized voicemail solution when used with IP Office Multi-Site Option• Message control: Save, Delete, Forward, Repeat, Rewind, Fast Forward, Skip Message, and Pause• Message retrieval options of LIFO/FIFO playback (Last In First Out/First In First Out)• Set message as Priority, to be played first• Outcalling notification of messages left in voice mail box <p>Conference Features</p> <ul style="list-style-type: none">• Helpful voice prompts guides callers into the conference call• Unique PIN codes ensures security for conference calls• Conference entry/exit tones; single beep on entry, double beep on exit.• Conference call recording• Conference call control (Requires Power User or Teleworker Solution)• 'Conference Room' automatically dials users and adds them if available (Requires Receptionist solution) <p>User features</p> <ul style="list-style-type: none">• Record calls to mailbox• Personal attendants• Personalize greetings and pre-record extended greetings• Send notification, Forward, and Copy voice message to Email Inbox• Synchronize voice mail and email in a single Email Inbox• Browser based access to voice messages• Message control from your PC (Requires Power User or Teleworker solution)• Email reading and reply when using Microsoft Exchange

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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