



PRODUCT BRIEF

Avaya Unified Communications Professional Edition

Avaya Unified Communications Editions are suites of communications applications including telephony, messaging, conferencing, and mobility, which are bundled to help organizations deliver the right applications to the right devices based on end user needs.

The Unified Communications Professional Edition is ideal for strategic communicators who take advantage of video communications and speech recognition, including high-definition video conferences and voice-driven access to messages and other personal applications.

The **Avaya Unified Communications Professional Edition** offers robust video and speech access capabilities that allow organizations to enhance customer, colleague and partner interactions, as well as helping remote and mobile workers stay more connected and productive.

Avaya Video Telephony Solution makes video as easy to use as a phone. Includes desktop video, multi-point, telepresence, or high definition options. Customers may choose to integrate with Polycom or Tandberg video conferencing solutions. Avaya one-X™ Speech provides easy voice-based access to voice mail, e-mail, calendars, directories, calling, and conferencing.

Customer Benefits

- **Reduce total cost of ownership** and simplify process of deploying and managing Unified Communication applications.
- **Reduce the complexities of doing business worldwide;** manage people and projects more easily across multiple locations
- **Allow mobile workers to stay connected and productive regardless of location** with hands free, eyes free access to voicemail and email messages, calling & conferencing, directories and calendars.
- **Enhance customer interactions** by using video to quickly respond to questions, reach experts in any location, and address issues in real-time.
- **Deploy a single, converged IP network for voice and video applications,** making video easier to manage across a distributed enterprise and reducing Total Cost of Ownership (TCO).

Solution Features

Speech access

- Hands-free/eyes-free/speaker-independent speech access to voice mail, e-mail, calendars, directories, calling, and conferencing allows mobile workers to stay connected and productive.

One-click desktop video

- A standard dial plan for both voice and video allows video endpoints to be connected directly and seamlessly when users dial a phone extension.



Telephony features extended to video

- Features such as hold, transfer, and coverage may be transferred to video, and users can share control of voice and video utilizing Avaya IP Softphone.

Group system video capabilities

- Optional feature: Video conferencing for up to 4 simultaneous participants enhances interactions for dispersed users leveraging Polycom VSX and HDX series endpoints, which are sold separately by Avaya. Desktop users can access group video systems.

Multipoint video

- Optional feature: Voice and video conferencing for groups in multiple locations allows users to facilitate meetings while reducing travel and increasing meeting effectiveness. Capabilities are provided by Polycom MGC and RMX Multipoint Control Units (MCUs), which are sold separately by Avaya. Desktop users can access Multipoint video.

Video bandwidth management

- Cumulative bandwidth management prevents saturation of WAN bandwidth, and priority bandwidth management allows priority users different video privileges. Both capabilities ensure appropriate bandwidth to support video while still delivering enough service to less intensive applications like voicemail.

Support for Tandberg video endpoints

- The solution supports Tandberg group system endpoints and multipoint video bridges, giving customers a choice of video product.

Avaya Unified Communications Essential Edition Components

Avaya Video Telephony Solution

Avaya extends telephony capabilities to video, allowing users to easily add video to a phone call from their desk or from a remote location. Telephony features can be extended to video. With desktop, four-party group, or multipoint capability using high quality Polycom video endpoints, users can collaborate face-to-face and gain a real-time view of the situation.

Avaya video solutions utilize a single IP network and common signaling, directories, and authentication procedures for voice and video (H.323, H.261, H.263, or H.264), simplifying and reducing the cost of deploying video across a distributed enterprise.

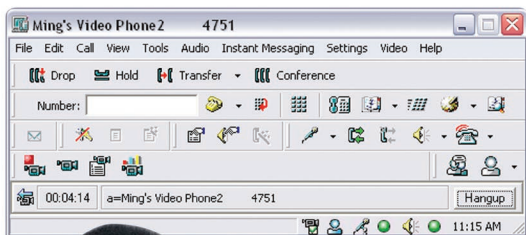
A standardized dial plan for voice and video allows video endpoints to be connected directly and seamlessly when you dial a phone extension, making it quick and easy for users to initiate a video call. Telephony features such as hold, transfer, and coverage may be transferred to video, and users can share control of voice and video utilizing Softphone.

Avaya Video Telephony Solution leverages video endpoints from Polycom, which are sold separately.

Avaya one-X™ Speech

Avaya one-X Speech provides hands-free/eyes-free/speaker-independent speech access to voice mail, e-mail, calendars, directories, calling, and conferencing. Users can set personal contact rules to make more efficient use of their time - all via speech commands from any telephone. Avaya one-X Speech allows users to:

- Play voice mails, as well as send, forward, reply, and delete messages.
- Read emails and attachments (via text to speech), reply, reply all, send, forward, delete, and save to a predefined folder



- Navigate messages by message status (urgent, unread, read), media, and sender
- Address messages using the voice mail directory, Microsoft Exchange contacts, contacts stored within the one-X Speech Access web application, or the corporate LDAP directory.
- Virtual desktop experience allows users to shift between- and return to applications (e.g. move from email to calendar to phone call back to email and continue reading in the message where the user left off)
- Session-based approach allows a user to do as many activities or phone calls as they want with one connection
- Advanced speech grammars allow for natural speech that uses optional concatenated instructions. This is not just a “speechified” menu; it is a new and natural experience. Instructions can be as simple as “read my messages” or be more explicit using any combination of optional instructions such as “read my (first, last) (urgent) (read, unread) (email, voice mail) (from contact name)”

Avaya one-X Speech helps users respond to customers faster and with higher quality, stay connected to enterprise associates, make better, faster decisions, and build a competitive advantage through superior customer service and increased productivity.



Technical Requirements

- Avaya one-X Speech (UCC 2.1)
- Avaya Video Telephony Solution R3
- Avaya IP Softphone R5.2
- Avaya Video Integrator R2.0
- USB web cam including support for Logitech QuickCam 4000, Logitech QuickCam 5000, Logitech Notebook, and Creative Notebook WebCam
- Protocols: H.261, H.263, H.264; H.323 to 3G gateways and support for 3G mobile devices

Learn More

To learn more about how Unified Communications Professional Edition can support your business, please contact your Avaya Client Executive, Authorized Avaya BusinessPartner or visit us on avaya.com.

About Avaya

Avaya delivers Intelligent Communications solutions that help companies transform their businesses to achieve market-place advantage. More than 1 million businesses worldwide, including more than 90 percent of the FORTUNE 500®, use Avaya solutions for IP Telephony,

Unified Communications, Contact Centers and Communications Enabled Business Processes. Avaya Global Services provides comprehensive service and support for companies, small to large. For more information visit the Avaya Web site: <http://www.avaya.com>.

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