



IP Office - Office Worker

Maximize productivity throughout the office

Overview

Associates who work in the office, whether the main office, remote office, or home office, require a unique set of communications tools to ensure they can be as productive as possible, regardless of location. Available with IP Office Preferred Edition, Advanced Edition, and Server Edition, the Office Worker solution for Avaya IP Office puts powerful communications tools at your fingertips in an intuitive PC interface.

Get things done quickly and efficiently - make decisions, answer questions, convey critical and timely information - without leaving your desk. Send and receive instant messages. Manage audio conferences with the click of a button. Check status of co-workers right on your PC screen (see who's "on the phone", "away", or "do not disturb", etc.). Click to speed dial. Access voicemail and email in one mailbox and see all your messages together.

Office Worker helps employees work faster and smarter. That can translate into greater productivity and efficiency and better customer interactions.

Capabilities

Make and Control Calls from your PC or iPad - With just a click or tap you can access speed dial entries, transfer calls, and create conferences with colleagues. It's a simple, fast, and an extremely efficient way to manage high call volumes.

Efficiently manage all messages - With its built-in unified messaging, Office Worker allows you to handle all your messages from one place on your PC. See voice mail messages alongside emails and respond to the high priority ones first.

Manage audio conferences - Simplify how you create, access, and manage audio conferences so employees make better use of this productivity enhancing tool. The integrated conference bridge can provide significant cost savings, too.

Presence and instant messaging - Always know the status of co-workers or your most important external contacts by viewing their state of presence on your PC screen. Send instant messages to your associates or contacts to improve response times and speed decision-making.

Point-and-click call handling - The intuitive and easy-to-use browser-based interface makes call handling a snap. Click to dial, transfer and conference. Integrate desktop calling and communications capabilities with applications such as Microsoft Outlook and Salesforce.com.

Benefits

- **Improved productivity** - Stay connected, responsive and productive; quickly and easily share ideas, provide direction and deliver on commitments.

About Avaya

Avaya is a global provider of business collaboration and communications solutions, providing unified communications, contact centers, networking and related services to companies of all sizes around the world. For more information please visit www.avaya.com.

- **Increased responsiveness** – Being accessible and responsive to customers and colleagues is always critical; with Office Worker, employees have the tools to quickly reach and be reached.
- **Easy deployment** – With its web browser based application interface, Office Worker is quickly and efficiently deployed to users throughout the office; its intuitive interface can be quickly mastered.

Specifications

Format	IP Office License Key and optional PC and/or iPad download
System Requirements	<ul style="list-style-type: none"> • IP Office with Preferred Edition or Advanced Edition, or Server Edition
User Requirements	<p>Current versions of the following browsers are supported:</p> <ul style="list-style-type: none"> • Microsoft Internet Explorer • Mozilla Firefox (Mac or Windows) • Apple Safari (Mac or Windows) • Google Chrome (Mac or Windows) <p>PC Client Specifications:</p> <ul style="list-style-type: none"> • Windows XP, Windows Vista (Business/Enterprise/Ultimate), or Windows 7 (Professional/Enterprise/ Ultimate) <p>PC Server Specifications:</p> <ul style="list-style-type: none"> • Ethernet-attached PC running one of the following Server Operating systems: Microsoft Windows Server 2003 (32-bit), Small Business Server 2003 (32-bit and 64-bit), Microsoft Windows Server 2008 (32-bit and 64-bit), Windows Server 2008 • 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, Windows Server 2008, and Windows Server 2008 R2 • For complete and latest PC and Server specifications, refer to latest Avaya IP Office Technical Bulletin and Technical Tip documents.
Feature Detail	<p>With browser interface:</p> <ul style="list-style-type: none"> • Inbound & Outbound Call handling (Answer, Hold, Transfer, Drop) • Receive Caller ID & Name Display (per service provider) • Conference Call control (Add, Drop, Record Conference, Mute, Un-mute) • Inbound & Outbound Call handling directly through Salesforce.com® (Windows only) • Time on call displayed • Queue Monitoring • Phone Preference Setting Do Not Disturb, Voicemail ring back, and Voicemail out calling • Personal, System, and External Directory • Speed dial and Presence management of Microsoft® Exchange, GoogleTalk, and users within and across the enterprise • Send Instant Messages (IM) to GoogleTalk and internal users • Separate Call History logs – All, Incoming, Outgoing, Missed Messages • Voicemail message management • Microsoft Exchange Calendar Mining • Integrate 3rd party gadgets from iGoogle and Zoho into workspace <p>With PC Client interface:</p> <ul style="list-style-type: none"> • Inbound & outbound call handling directly through Microsoft Outlook

Learn More

To learn more, please contact your Avaya Authorized Partner or visit us at avaya.com.

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