AMERICAN TECHNOLOGY CLOUD, LLC

Cloud Solutions

Avaya Cloud Office™ by RingCentral: How it Works

**AVAYA CLOUD OFFICE™** by RingCentral®

Intuitive, integrated communications from a single application

Get a communications solution that accelerates your business. Make calls, receive texts and Fax messages, start a conference, collaborate with your colleagues, support your customers. All from within a single interface on your desktop or mobile device. Stay reachable, productive and engaged wherever you are, on the device that makes sense to you at any particular moment. Simplify your communications so you can get on with what matters.

With Avaya Cloud Office one app meets all your needs and one tap or click is all it takes. Find a contact, answer, screen or forward your calls. Get notifications of your messages. Send a Fax. Engage with the people you need to, regardless of your location. With Avaya Cloud Office™ you can also:

- Easily invoke conference calls - add up to six callers to an existing call and split calls anytime.

- Empower supervisors to coach staff with options to listen in, whisper-coach or join conversations.

- Start a conference call with a single click; invite global participants to join with local access numbers.

- Stay in-sync - Messages, Favorites, and call logs synchronize across your devices.

- Integrate with Google Calendar™, iCal®, and Microsoft Outlook® to see, set up and join meetings and conference calls

- Receive notifications for missed calls and messaging

How it Works
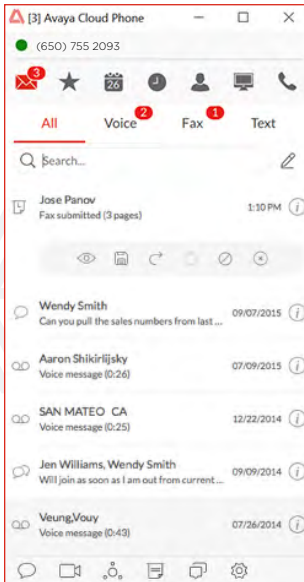
All Your Messages In One Place

Voice mail, business texts and Fax clearly visible with red flags to indicate new messages. Reply with a single click.
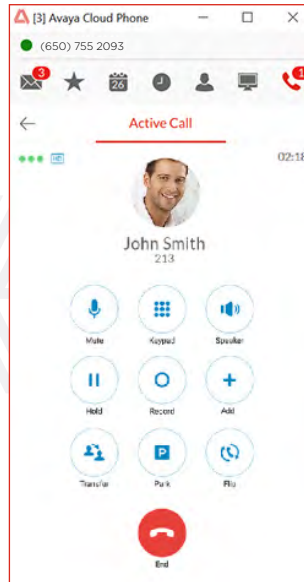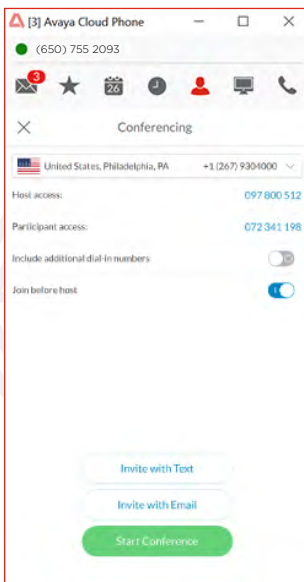

Intuitive Call Control

Hold, transfer or park a call with a single click. Flip the call to another device as you move from mobile to desktop and back again.
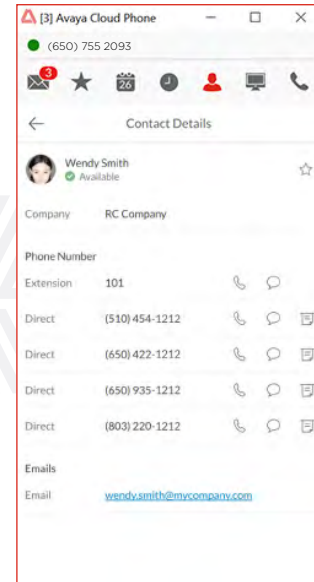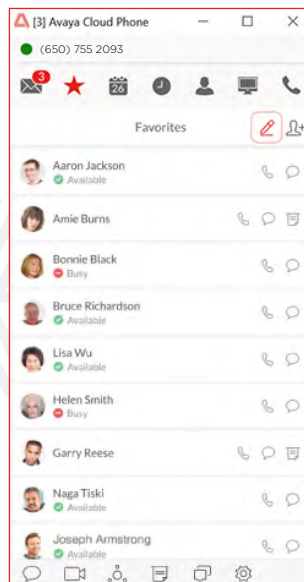

Directory Integration

Simply type a name or number to access your company directory. See their presence indication and engage them through text, voice of Fax with one click.
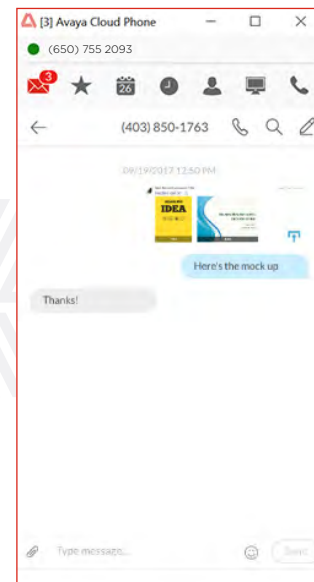

Audio Conferencing

Send your invitations by text or email, join with a single click. Include domestic or international dial-in numbers to give everyone easy access.
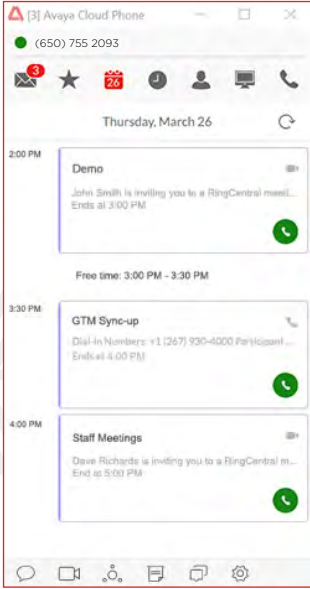

Favorites

Keep your most frequent contacts front and center. See their presence status and engage with them via text or voice as appropriate.
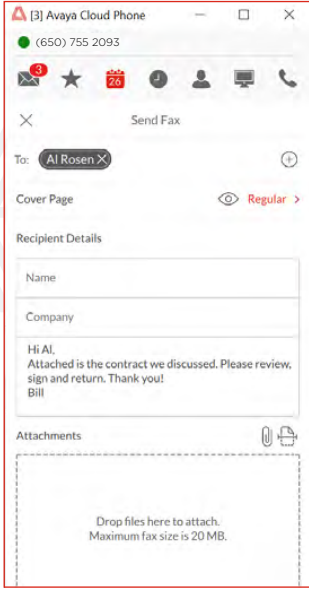

Business Texting (SMS) and Multimedia Messaging (MMS)

Keep your business and personal texts separate. Send and receive virtually any file type including audio, video and image files.

Calendar Integration

See your meetings schedule, synced with Google Calendar, iCal, or Microsoft Outlook. Click to join with no need to enter access codes or a meeting ID.

Fax From Your Desktop

Easily pull Fax numbers from your contacts list or enter them from your keyboard. Add instructions, drag and drop files, and send immediately or in the future.

Settings allows the user to adjust their name, title, record their name for greetings and change their password.

The User Extension Portal

Each user can take charge of their own extension, with the ability to adjust call handling rules, view call logs, access messages, and record their own greetings.

The Overview Tab provides a list of recent messages and calls, along with access to:

- Greetings & Call Screening: set greetings based on time of day, choose music on hold, and block nuisance callers

- Call Handling & Forwarding: establish find me / follow me rules

- Voicemail: Record your greeting or accept the default

- Caller ID: Define which phone number will display as your Calling Line ID for outgoing calls

- After Hours settings: Set workhours, and grant permission for others to set meetings on your behalf

The Messages tab provides another location to find and search on all your messages.

The Call Log tab provides a detailed tracking of all your inbound, outbound and missed calls up to the last 60 days. Logs can be sorted on call type, call directions, and time since the call was made.

About Avaya

Businesses are built on the experiences they provide and every day millions of those experiences are built by Avaya (NYSE:AVYA). For over one hundred years, we've enabled organizations around the globe to win—by creating intelligent communications experiences for customers and employees. Avaya builds open, converged and innovative solutions to enhance and simplify communications and collaboration—in the cloud, on premise, or a hybrid of both. To grow your business, we're committed to innovation, partnership, and a relentless focus on what's next. We're the technology company you trust to help you deliver Experiences that Matter. Visit us at www.avaya.com.
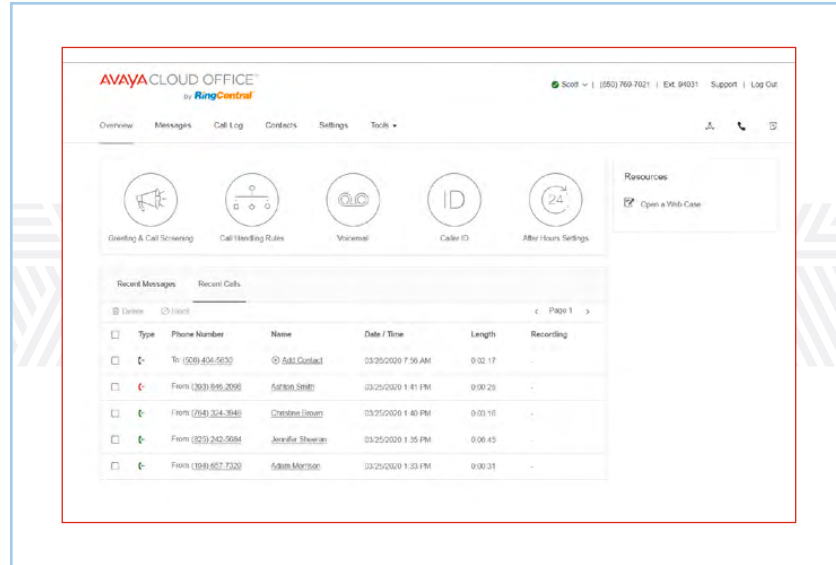
Contacts provides a complete and searchable list of contacts sorted by Company and Personal.

The Tools tab provides a convenient location to access desktop and mobile applications, recordings and the Developer Portal.

System Requirements:

For Windows 7 (or later):

- Minimum 2 GHz (32-bit or 64-bit) processor

- Minimum of 4 GB of memory (8 GB recommended)

- 400 MB of free hard drive space

- Required minimum screen resolution is 1,024 x 768

For Mac OS X® 10.10 Yosemite (or later):

- Intel processor

- Minimum of 4 GB of memory (8 GB recommended)

- 400 MB of free hard drive space

- Required minimum screen resolution is 1,024 x 768