Avaya Cloud Office™ Comparison Matrix

This comparison matrix is a quick reference guide to review and decide which features are important to your business.

AVAYA CLOUD OFFICE™ by **RingCentral**

AMERICAN TECHNOLOGY CLOUD, LLC

U.S. ONLY

	Essentials 20 user limit	Standard Unlimited users	Premium Unlimited users	Ultimate Unlimited users
Business phone system				
Cloud-based PBX; easy to manage with instant updates	✔	✔	✔	✔
Auto-Receptionist	✔	✔	✔	✔
Multi-level IVR (Multi-level auto attendant)	-	✔	✔	✔
Visual IVR editor	-	✔	✔	✔
Dial-by-name directory	✔	✔	✔	✔
Music and messages on hold	✔	✔	✔	✔
Employees and extensions	✔	✔	✔	✔
Visual voicemail	✔	✔	✔	✔
Voicemail with email notifications	✔	✔	✔	✔
Voicemail-to-text transcription	✔	✔	✔	✔
Call monitoring (monitor, whisper, barge-in, takeover)	-	-	✔	✔
Global Office (international branch office support)[1]	-	✔	✔	✔
Single Sign-on (SSO) support	-	-	✔	✔
Active Directory integration	-	-	✔	✔
Role-based access control with predefined roles/permissions	✔	✔	✔	✔
Role-based access control with customized roles/permissions	-	-	✔	✔
Corporate Directory (mobile app, desktop app)	✔	✔	✔	✔
Hot desking on a shared phone	-	-	✔	✔
Internal extension-to-extension video calling (Supported phone with camera required)	-	-	✔	✔
Business SMS				
Unlimited text to any number or contact	✔	✔	✔	✔
Send and receive up to 1,000 characters in one text message	✔	✔	✔	✔
Group texting among colleagues; view conversation in one text thread	✔	✔	✔	✔
Access directly from mobile apps and desktop apps; messages sync instantly	✔	✔	✔	✔
Detect numbers and URLs	✔	✔	✔	✔
MMS support	✔	✔	✔	✔
International SMS	✔	✔	✔	✔

	Essentials 20 user limit	Standard Unlimited users	Premium Unlimited users	Ultimate Unlimited users
Call management				
Answering rules	✓	✓	✓	✓
Call queues	✓	✓	✓	✓
Call screening and blocking	✓	✓	✓	✓
Call logs	✓	✓	✓	✓
Call flip	✓	✓	✓	✓
Call transfer	✓	✓	✓	✓
Call forwarding	✓	✓	✓	✓
Automatic call recording	-	-	✓	✓
On-demand call recording	✓	✓	✓	✓
Shared lines[1]	✓	✓	✓	✓
Call park (park calls in a public location in an account; pick up with touch-tone support)	✓	✓	✓	✓
Park locations (private location only visible for assigned users within a group)	✓	✓	✓	✓
Intercom[1]	-	✓	✓	✓
Paging[1]	-	✓	✓	✓
Inbound caller ID number	✓	✓	✓	✓
Inbound caller ID name (CNAME)	-	-	✓	✓
Outbound caller ID (phone, text, fax)	✓	✓	✓	✓
Return calls with *69	✓	✓	✓	✓
Presence across multiple devices	✓	✓	✓	✓
Extension dialing	✓	✓	✓	✓
Historical call reports	✓	✓	✓	✓
User templates[1]	-	✓	✓	✓
Text-to-conference quick start	-	✓	✓	✓
Missed call notification	✓	✓	✓	✓
Native iOS app integrated calling	✓	✓	✓	✓
Company number labeling	✓	✓	✓	✓
Audio conferencing				
Unlimited, easy access across devices	-	✓	✓	✓
Own unique bridge number and access codes	-	✓	✓	✓
Host controls plus invite with international dial-in	-	✓	✓	✓
Local dial-in numbers in over 55 countries	-	✓	✓	✓
Online meetings				
Host HD video conference on desktop or mobile	-	Up to 100 participants	Up to 200 participants	Up to 200 participants
Cloud recording	-	✓	✓	✓
Meeting host controls, password and history, personal meeting ID	-	✓	✓	✓

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Screen sharing and annotation drawing	-	✓	✓	✓
Join meetings using VoIP (computer audio) and PSTN (Dial-In or CallMe)	-	✓	✓	✓
In meeting chat and private chat	-	✓	✓	✓
Schedule meeting from team messaging	-	✓	✓	✓
Escalate team messaging to video meeting	-	✓	✓	✓
Full app functionality in browser with gallery view	-	✓	✓	✓
One click browser join	-	✓	✓	✓
Scheduling and recording APIs	-	✓	✓	✓
Usage and quality analytics	-	✓	✓	✓
Phone services				
Unlimited US and Canada calling	✓	✓	✓	✓
Toll-free calling[2]	100 mins	1,000 mins	2,500 mins	10,000 mins
International calling	✓	✓	✓	✓
Smart numbers for voice and fax[3]	✓	✓	✓	✓
Directory listings	✓	✓	✓	✓
Phone number: toll-free, local, vanity, international[4]	✓	✓	✓	✓
International calling minutes bundles	-	✓	✓	✓
HD voice on phones[5]	✓	✓	✓	✓
RingMe® click-to-call me	✓	✓	✓	✓
RingOut® click-to-call out	✓	✓	✓	✓
Log in with corporate email credentials	✓	✓	✓	✓
Avaya Cloud Office™ app for mobile and desktop				
Chat with internal and external contacts	✓	✓	✓	✓
Full enterprise and global softphone calling capabilities	✓	✓	✓	✓
Start conference call and online meetings within the app	✓	✓	✓	✓
File sharing	✓	✓	✓	✓
Search across all entities	✓	✓	✓	✓
Single Sign-on (SSO) support	-	-	✓	✓
Shortcuts for frequently used features: set away status, create tasks, search, etc.	✓	✓	✓	✓
Unlimted cloud storage (messages, files, recordings)	✓	✓	✓	✓
Unlimited posts	✓	✓	✓	✓
Integrations including Google Drive, Box, Dropbox, Evernote, OneDrive, Asana, Jira, GitHub, Zendesk, and more	✓	✓	✓	✓
Unlimited guest users	✓	✓	✓	✓
Team calendars and events	✓	✓	✓	✓
Task management	✓	✓	✓	✓
Mobile, web, desktop apps (Windows, Mac, iOS, and Android apps)	✓	✓	✓	✓
Integrated with company directory	✓	✓	✓	✓

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Integrated video conferencing with screen sharing	✔	✔	✔	✔
Integrated SMS	✔	✔	✔	✔
In-app document previews	✔	✔	✔	✔
Full telephony calling capability	✔	✔	✔	✔
Data retention policies	✔	✔	✔	✔
Content retrieval and search	✔	✔	✔	✔
Compliance exports	✔	✔	✔	✔
Auto-provisioning	✔	✔	✔	✔
Advanced administration controls	✔	✔	✔	✔
Internet fax				
Send and receive without a fax machine	-	✔	✔	✔
Get faxes by email	-	✔	✔	✔
Send faxes using a fax machine with the analog adapter	-	✔	✔	✔
Scan to fax directly from desktop[6]	-	✔	✔	✔
Drag and drop files as attachments	-	✔	✔	✔
Integrations				
Internet fax	-	✔	✔	✔
Microsoft Office and Outlook[6]	✔	✔	✔	✔
Google (Gmail, Chrome, Google Docs)	✔	✔	✔	✔
Office 365 (mail)	✔	✔	✔	✔
Skype for Business	✔	✔	✔	✔
Salesforce	-	-	✔	✔
Oracle Sales Cloud	-	-	✔	✔
Zendesk[6]	-	-	✔	✔
Desk.com	-	-	✔	✔
ServiceNow	-	-	✔	✔
Archiver	-	-	✔	✔
Box	-	-	✔	✔
Active Directory support	-	-	✔	✔
Avaya Cloud Office™ phone mobile app				
Supports iPhone, iPad, and Android smartphones and tablets	✔	✔	✔	✔
Supports Apple Watch (iOS): get instant notification on your Apple Watch	✔	✔	✔	✔
Unified number for phone, fax, and text[3]	✔	✔	✔	✔
Pre-call and active call management	✔	✔	✔	✔
Auto call handoff between Wi-Fi and 3G/4G; call continuation during network handoff	✔	✔	✔	✔
Conferencing: host meeting, send invitation with dial-in via text or email, join meeting before host, one-tap join as participant	-	✔	✔	✔

	Essentials 20 user limit	Standard Unlimited users	Premium Unlimited users	Ultimate Unlimited users
Integrated with company directory; imported contacts and favorites are synced to the cloud and accessible from Avaya apps	✓	✓	✓	✓
Host meetings from mobile devices	✓	✓	✓	✓
Join meetings as a participant	✓	✓	✓	✓
Join now: integration with Google Calendar for one-tap-join conferencing/meetings	✓	✓	✓	✓
Business SMS: send and receive texts (up to 1,000 characters) to individuals and groups, join call and view web in a text thread	✓	✓	✓	✓
Business MMS	✓	✓	✓	✓
Call switch: instantly switch an active call between endpoints	✓	✓	✓	✓
Send text to 911	✓	✓	✓	✓
View colleagues' phone presence across devices	✓	✓	✓	✓
Call screen with options to send to voicemail or reply with a predefined or personal message in real time	✓	✓	✓	✓
View report dashboard of call summary, queue activities, and user activities (admin only)	✓	✓	✓	✓
HD voice enabled with clearer communications (OPUS codec support with adoptive audio bandwidth based on the network)	✓	✓	✓	✓
Voicemail-to-text (text transcription preview in message)	✓	✓	✓	✓
Single Sign-on (SSO) support	-	-	✓	✓
Roles and permissions support	✓	✓	✓	✓
Interactive notifications from notification tray with quick response options	✓	✓	✓	✓
Quick swipe for actions for messages, favorites, documents, and draft/outbox (iOS)	✓	✓	✓	✓
Supports spotlight search (iOS only)	✓	✓	✓	✓
Supports 3D touch (iOS only)	✓	✓	✓	✓
Display caller ID on "To" field (lists the number a caller dialed)	✓	✓	✓	✓
VoIP country blocking[7]	✓	✓	✓	✓
Avaya Cloud Office™ phone desktop app				
Support Windows and Mac	✓	✓	✓	✓
Answer calls directly from the desktop app	✓	✓	✓	✓
Make outbound calls from the desktop app (with direct dial)	✓	✓	✓	✓
Single Sign-on (SSO) support	-	-	✓	✓
Support Plantronics headsets with call control	✓	✓	✓	✓
Active call management: mute/unmute, transfer, record, park (private or public), flip calls	✓	✓	✓	✓
One single view for easy management of current call, incoming calls, calls on hold	✓	✓	✓	✓
Access voicemail and view fax directly from the app with options to save, listen/view, reply, delete, block numbers, etc.[3]	✓	✓	✓	✓
View the caller's number and extension (if any) from an incoming call	✓	✓	✓	✓

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View the caller's name (CNAME) from an incoming call	-	-	✓	✓
Call screen with options to ignore calls, send to voicemail, or reply with a predefined or personal message in real time	✓	✓	✓	✓
Integrated with company directory: imported contacts and Favorites are automatically synced to the the cloud and accessible from Avaya apps	✓	✓	✓	✓
Head-up display (HUD)	✓	✓	✓	✓
Call monitoring from HUD (monitor, whisper, barge-in, takeover)	-	-	✓	✓
View colleagues' phone presence status from contacts, favorites, etc.	✓	✓	✓	✓
Conferencing: host meeting, send invitation with dial-in	-	✓	✓	✓
Access to online meetings	✓	✓	✓	✓
Join Now: integration with Google Calendar for one-click join to conferencing/meetings	✓	✓	✓	✓
Business SMS: send and receive texts (up to 1,000 characters) to individuals and groups; join call and view web in a text thread with an easy tap	✓	✓	✓	✓
Business MMS	✓	✓	✓	✓
Call switch: instantly switch an active call between endpoints	✓	✓	✓	✓
Send and receive texts with emoji support	✓	✓	✓	✓
HD voice-enabled with clearer communications (OPUS codec support with adoptive audio bandwidth based on the network)	✓	✓	✓	✓
Set outbound caller IDs for calls and texts	✓	✓	✓	✓
Integration with Microsoft Outlook/Office; reach your contacts directly from within Microsoft Office applications; automatic photo input support; Windows only	✓	✓	✓	✓
Integrated with Mac Address Book/Mac photo support[8]	✓	✓	✓	✓
Option to print incoming faxes automatically[6]	-	✓	✓	✓
Click to call/click to fax (from applications and websites that support call to:, tel:, and fax: protocols)[3]	✓	✓	✓	✓
Voicemail-to-text (text transcription preview in message)	-	-	✓	✓
VoIP country blocking[7]	✓	✓	✓	✓

Security

	Essentials	Standard	Premium	Ultimate
Alphanumeric password	✓	✓	✓	✓
Session timer	✓	✓	✓	✓
Business Association Agreement offers[9]	-	✓	✓	✓
HIPAA setting[10]	-	✓	✓	✓
SSL encryption on server[10]	-	✓	✓	✓
TLS/SRTP secure voice[11]	-	✓	✓	✓
Encryption at rest: encrypt all local data in mobile app and desktop app[10]	-	✓	✓	✓
Authorized apps manager	✓	✓	✓	✓

	Essentials 20 user limit	Standard Unlimited users	Premium Unlimited users	Ultimate Unlimited users
Analytics				
Historical call reporting	-	✔	✔	✔
Real time call reporting[15]	-	✔	✔	✔
Quality of Service (QoS) reports (real-time call quality reporting)	-	✔	✔	✔
Other				
Bulk purchase[1]	✔	✔	✔	✔
Phone rentals[12]	✔	✔	✔	✔
Cost center management (department billing codes)[13]	✔	✔	✔	✔
Multiple account management[13]	✔	✔	✔	✔
Multisite support	-	-	✔	✔
Device order management	✔	✔	✔	✔
Access to App Gallery[14]	✔	✔	✔	✔
Audit trail	✔	✔	✔	✔
API access for third-party app development and deployment	-	✔	✔	✔

1. Not available for one-line tiers.
2. Toll-free not available for Essentials.
3. Fax not available for Essentials.
4. Toll-free and additional international numbers not available for Essentials.
5. Requires supported phone.
6. Windows only.
7. US customers only. Not available for making and receiving calls within countries that prohibit VoIP services. However, faxes and SMS are not impacted.
8. Mac only.

9. Standard BAA is available for US Office Premium and Ultimate editions with 20 or more users or US Office Standard edition with 100 or more users.
10. Feature is enabled only with signed BAA; US only.
11. On mobile app, desktop app, desk phones, and conference phones. Opt-in only; feature is enabled only with signed BAA.
12. Minimum 1 year contract required.
13. Opt-in only.
14. Salesforce, Zendesk, and Desk.com are available for Premium and Enterprise only.
15. Add-on feature; $25 per user.

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