



IP Office Mobile Worker

One number access for employees on the road

Overview

For staff who are often out of the office, but don't require a laptop, IP Office Mobile Worker (available with IP Office Preferred Edition and Advanced Edition) keeps them readily accessible. Wherever they're working - with clients, between stores/locations, down the hall, in the warehouse, or on the road - Mobile Worker turns any phone into an extension of their office phone, with many of the call handling features available in the office.

Staff give out just one phone number - their office number - and calls ring simultaneously on their mobile device, making it easy for customers, colleagues and vendors to reach them wherever they are.

Capabilities

Manage your office from your mobile device - Provide customers and others with just your office phone number and have all calls ring simultaneously on any other phone (mobile, remote office, home), eliminating missed calls when out of the office or away from your desk. Create and manage conference calls right from your mobile device with just a click. Extend presence and instant messaging capabilities to your mobile device, so you can see who's available and instantly contact them through IM.

Roam the office/warehouse - With an Avaya wireless IP phone (purchased separately), staff can roam throughout the building or campus and stay completely accessible, as though at their desk.

Easy access to messages - Whether you have a smartphone, laptop or mobile phone at hand, it's easy to retrieve and respond to messages. Voicemail and email appear in a single inbox. Use visual voicemail (on smartphone or PC) to

prioritize messages. Hear and reply to emails over the phone using text-to-speech technology.

Benefits

- **Enhanced customer service** - Mobile sales and service staff stay connected and responsive to customers regardless of where they are.
- **Increased productivity** - Access to people, messages and information help mobile employees deliver whether in or out of the office.
- **Increased customer knowledge** - All calls that go through IP Office can be tracked and monitored to capture data on customer interactions.
- **Reduced costs** - Calls that are routed through IP Office take advantage of business calling plans, which can significantly reduce overall calling costs.

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.

Specifications

Format	IP Office License Key and software download for iOS and Android devices
System Requirements	<ul style="list-style-type: none"> • IP Office Preferred Edition or IP Office Advanced Edition • ISDN-PRI, T1, E1, or SIP trunks • Voice Compression Module (VCM) Channels when using IP wireless • Microsoft Exchange when using Email Reading
User Requirements	<p>Mobile Call Control with enhanced graphical user interface</p> <ul style="list-style-type: none"> • Supported on Android 2.x and higher, and iOS devices <p>In building roaming options</p> <ul style="list-style-type: none"> • Avaya DECT R4 • Avaya IP Wireless telephones • Avaya cordless • Avaya 3641/3645 IP Wireless telephones • Requires the Avaya Voice Processing Platform (AVPP) server that provides quality of service • Security: 40- and 128-bit WEP security • 3725 supports standard Bluetooth headset <p>Email Reading and Reply</p> <ul style="list-style-type: none"> • IP Office Preferred Edition • Microsoft Exchange
Feature Detail	<ul style="list-style-type: none"> • Data based unified communications • Call control (click-to-call, click-to-conference, etc.) • One number access • Simultaneous ringing of mobile device when calls arrive at IP Office desk phone • Visual voicemail • IM and presence (both call and calendar) • Corporate directory access • Make calls through IP Office system via mobile devices • Calling party receives CLI of IP Office (called party requires CLI from local service provider) • Email Reading and Reply using Text-To-Speech technology • Integrated geo-location • Add "Follow" Feature to get real-time notifications on a person's availability • Set your presence status even while on the road