

AVAYA

BUSINESS PARTNER

AVAYA IP OFFICE A SIMPLE, POWERFUL COLLABORATION SOLUTION

Virtualized software, dedicated server, or appliance
Deployed on premise, in the cloud or both!



The broadest range of endpoints Comprehensive UC and CC Solutions

IP Office Telephones:

Choices For Small and Midsize Businesses

There's an Avaya IP Office telephone for everyone in your business:

- » Executives/Managers
- » Everyday Users
- » Administrative Assistants/
Receptionists
- » Walkup Users
- » Desktop and wireless models
- » Digital and IP Phones
- » Fully-featured
Conference Phones

Give your employees the tools they need to be the best at what they do.



Because there is no “one size fits all” when it comes to telephones, Avaya has designed a range of different models.

Take advantage of deskphones and/or lightweight wireless models. Get fully-featured sets for your executives, extensive call handling capabilities for receptionists or “just the basics” for phones located in common areas.

Simplify collaboration and cut your travel costs with Avaya B100

Conference Phones, featuring patented OmniSound® audio technology. Avaya simplifies your choices by offering both traditional digital phones and IP-based models.

Matching the right phone to the needs of your employees and your organization as a whole helps ensure you will get the most from your Avaya IP Office communications system.



Avaya IP Office phones for Everyday Users help everyone to do their work efficiently and productively. One-touch access to features streamlines call handling while Web browser capability on the displays of many Avaya IP telephones opens the door to advanced capabilities and access to customized applications. Avaya phones for Everyday Users are easy to customize to individual needs. And with both digital- and IP-based phones available, you have greater flexibility to provide the added functionality where it is needed most.



9504 Model – A cost-effective, digital phone with paperless labels and a four-line display with dual red/green LED buttons. Through the four interactive soft key buttons, users can “screen-scroll,” providing up to 12 programmable buttons.



9608 Model – An IP-based phone with desktop applications, exceptional voice quality and a full complement of features—not to mention an attractive and easy-to-use design.



1408/1608 Models – Available in digital (1408) or IP (1608) formats, these phones combine a professional appearance with ease of use. Users easily navigate through contacts and call logs, and the phone supports eight line appearances and feature keys. Headset compatible.



T3 Classic Model – Combining a stylish design with enhanced functionality, the T3 Classic desktop phone has a prominent, four-line display and 15 feature keys for quick communications.

Note: Available in Europe, Middle East and Africa only.

Large displays and the latest capabilities to make the best use of executive time.



Avaya IP Office offers a full range of sleek and attractive phones to please the most demanding executives. Get clear, easy-to-read displays, programmable call appearances, lots of feature keys, speed dials, call logs, and much, much more. Executive phones are available in both digital and IP models—the latter offers access to Web-based capabilities as well as a range of applications. Take advantage of adjuncts and accessories to add even more communications power.



9508 Model – A digital phone with a large, easy-to-read display; paperless, all-digital labeling; and a high-quality integrated speakerphone to help make sure everyone can hear and be heard.



9621G/9641G Models – Benefit from high resolution, color, touch-screen displays, paperless labels, and enhanced audio quality with low power consumption and an integrated Gigabit Adapter to connect to your network.

Benefits

- **Measure and track customer service** – Real time and historical call statistics gives your business insight into how well you are serving your customers
- **Quicker response to service issues** – Simple to use management tools enable you to react to and change routing rules, agent assignments or service capacity on demand
- **Manage resources efficiently with automated 24/7 service** – Self-help options can drive revenue in off-hours (access information, get directions, check order status and more) and free up agents for more critical, customer-facing tasks
- **Discover new opportunities** – Leverage your customer recordings for first-hand information on what your customers want. Confidently create new offers or enhance existing ones to boost your revenue stream and expand market presence
- **Address individual agent needs** – Quality checks (through call recordings) can reveal both positive and negative agent performance. This will enable you to correct or reward accordingly
- **Conflict resolution** – Replay customer conversations to help resolve customer issues with the facts. Agents can request a supervisor or expert to join a call and provide guidance without the customer hearing.

[BACK TO SITE](#)