



The Power of We™

# Avaya Aura® Messaging

## Take Control of Your Messages



Business moves quickly and it changes constantly. Today's enterprise is mobile, and branch offices and partners are located across the globe. Due to market trends—not to mention the availability of new devices such as tablets and smartphones—you receive fewer voicemails and more IMs, texts, and e-mails every day.

Workers are overwhelmed with information and want an easy way to handle the different types of messages they receive. To generate results and enhance customer service, enterprise communications strategies aim to provide more than accessibility—they look to maximize individual and team performance. When calls are missed, you need a simple way to retrieve and manage your different types of messages from any location and device you choose.

Messaging should facilitate business, not hinder it.

### Extend Reach and Mobility

Avaya Aura® Messaging lets you take control of your messaging environment. It redirects calls from your desk phone and reaches you on your other devices regardless of where you're located. That's one less message and faster turnaround time in communications, improving customer service. Plus, if you aren't reachable, Avaya Aura Messaging will notify you of unanswered messages. Simply put, this next generation solution

unifies your messages—including e-mails, fax and voicemails—and let's you manipulate them with ease.

Avaya Aura Messaging supports people in various roles and industries, including vertical sectors such as finance, healthcare, and education. You can access messages from any phone, desktop or mobile device depending on preference and job function; an

# Avaya Aura® Messaging: At a Glance

## Simplified Message Access

- Easy to use interface
- Freedom to use any device
- Visual Voicemail
- E-mail
- Speech-to-text
- Works with tablets and smart phones

## End-user Features

- **Unified Messaging:** Preview and manage e-mail, voicemail and fax from same device; Listen to or read messages from e-mail, desk phone, or cell.
- **Reach Me:** Call-forwarding for up to three numbers.
- **Notify Me:** Text message and email notification as well as out-calling.
- **Voice Recognition:** Speak names to address voicemail messages.
- **Self-administration:** Manage options through an intuitive web portal.

## Improve Business Continuity

- Increase accessibility
- Cut downtime
- Provide flexible disaster recovery options

## A Flexible Solution

- Choose Avaya or third-party storage
- Deploy in a range of environments

intuitive web portal lets users manage their own preferences and administration. The result? Fewer service tickets and higher user satisfaction.

With Avaya Aura® Messaging, you can stay in touch with your clients and colleagues—so your business moves forward and productivity goes up.

## Protect Your Investment and Lower Your TCO

Avaya Aura Messaging is open, SIP-based and scalable, so it works with your current investments. Leveraging the power of Avaya Aura, it seamlessly integrates with Avaya Aura® Communication Manager, Avaya Aura® Session Manager, Avaya Communication Server 1000, and the Avaya one-X® portfolio (including Speech). It can also integrate with multiple message store types with selection on a per-user basis.

## Ease IT Strain

Avaya Aura Messaging is Linux-based, reducing the concerns about security, maintenance and downtime that can accompany other operating systems.

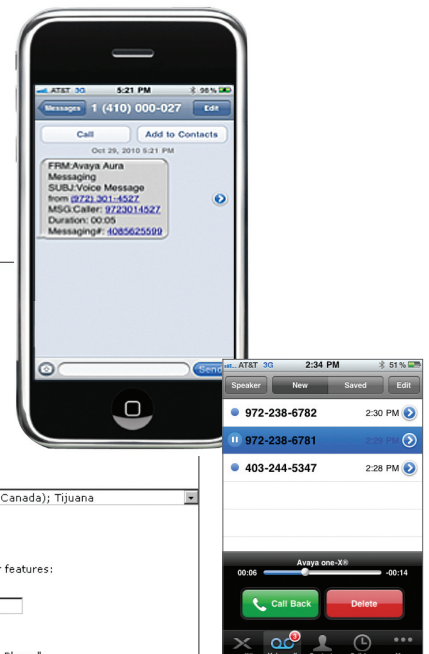
## Reduce TCO

A single solution that consolidates and centralizes your system—while easing strain on management—brings down your Total Cost of Ownership (TCO). The use of common hardware across applications minimizes stocking and inventory requirements, and simplifies installation.

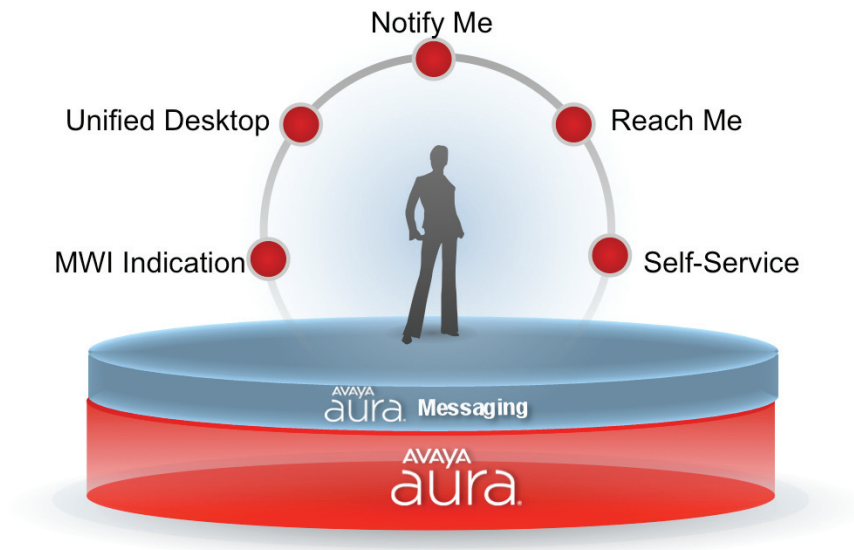
## Expand Your Business

Avaya Aura Messaging is an ideal replacement for legacy systems. Take advantage of upgrade offers, migration tools and programs.

User Preferences	
General	
<b>General</b>	<b>Messaging Access Number</b>
Reach Me	Internal: 4085777615
Notify Me	External: 4085777615
My Phone	<b>Account Information</b>
Personal Lists	Mailbox: 4085777759
Password	Extension: 4085777759
Advanced	Additional extensions: 4085777759, -1
	<b>Location and Language</b>
	Time zone: [(GMT-08:00) Pacific Time (US & Canada); Tijuana]
	Language: [English (United States)]
	<b>Mobile Phone or Pager</b>
	Use this mobile phone or pager for "Notify Me" and other features:
	<input type="radio"/> Mobile phone in directory: Not Available
	<input checked="" type="radio"/> Other mobile phone or pager: [4084170764]
	<b>Play On Phone</b>
	When playing a voice message in Outlook using "Play on Phone":
	<input checked="" type="radio"/> Always use this phone: [extension: 4085777759]



## Take Control of Your Messages



### The Highly Productive and Responsive Enterprise

#### Boost Productivity

Avaya Aura® Messaging offers a unified desktop and rich features such as Reach Me, Notify Me, and Message Waiting. Plus, an intuitive interface manages and prioritizes messages—speeding communications, response times and decision-making (while keeping your business running smoothly and productively).

#### Increase Mobility

Avaya Aura Messaging allows you to retrieve messages from various devices, so you can stay connected whether you're on the road, at a satellite office, or visiting a customer site.

Speech-based capabilities including Avaya one-X® Speech let you speak names instead of keying in an extension—giving you hands-free control of messages, e-mails and calendar entries.

#### Improve Customer Service

By responding to important calls quickly, you can resolve issues and avert crises before they begin. You'll find you deliver streamlined, more personalized service with faster resolution rates. That means you'll satisfy your existing customers and drive new growth to your customer base.

With Avaya Aura Messaging, you can stay in touch with your clients and colleagues—so your business moves forward and it can help productivity go up.



## Customer Scenario: Industrial Chemical Developer and Supplier

### Business Issues

- The enterprise wanted to cut the cost of a (geographically) scattered and aging TDM-based legacy voicemail solution.
- Workers were mobile and needed to collaborate.
- The IT staff was eager to offer a consistent set of messaging capabilities to all employees.

### The Avaya Aura®

#### Messaging Solution

- Advanced Mobility
  - Reach Me feature enabled mobile workers to respond more quickly by reducing number of calls sent to voicemail.
  - Notify Me helped ensure that mobile workers knew of unanswered messages regardless of where they were working.

- Avaya one-X® Speech let mobile workers quickly access, respond to, and manage voice mail, email, and calendar entries—hands-free and eyes-free (while driving).
- Lower TCO
  - Conversion to a centralized SIP-based solution cut IT and management costs.
  - IP-based voice-messaging reduced the dependence on the IT department.
  - All users shared the same voice messaging solution; advanced capabilities were delivered upon request.

## About Avaya

Avaya is a global provider of business collaboration and communications solutions, providing unified communications, contact centers, data solutions and related services to companies of all sizes around the world. For more information please visit [www.avaya.com](http://www.avaya.com).

## Learn More

To learn more about Avaya Aura Messaging and related solutions, please contact your Avaya Account Manager or your Avaya Authorized Partner or visit us at [avaya.com](http://avaya.com).

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