

# Avaya Communication Manager

The power, efficiencies and ease of Avaya Communication Manager

**Application Software will help you evolve to advanced IP Telephony.**

To meet the evolving needs of your enterprise network Avaya powers converged infrastructures with the new Avaya Communication Manager. With this latest release of telephony software, Avaya delivers industry-leading intelligent call processing plus features that help improve employee productivity and customer service right out to the edge of your network. And, it provides a gentle path to reliable converged voice and data networks while protecting your current investments.

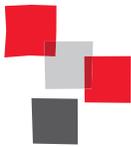
Avaya Communication Manager gives you the flexibility to introduce IP telephony when and where it makes the best sense for your business while leveraging your existing Avaya DEFINITY® Communications Servers and Media Servers.

## **Boost End-User Productivity**

Avaya Communication Manager enables dynamic call control and full telephony functionality plus the new applications, infrastructure, and communications devices your end users need to:

- **Handle incoming calls effectively**  
The Call Coverage feature automatically redirects calls based on preset criteria such as time of day or type of call; Send All Calls allows users to temporarily redirect all incoming calls to coverage; priority queuing, backup alerting, timed reminders, and attendant vectoring help attendants route calls effectively even in the peak traffic hours; a night-service console provides you with options in handling incoming callers after normal business hours.
- **Increase efficiency**  
Abbreviated Dialing, Last Number Dialed, and Internal Automatic Answer are simple to use features that can save your enterprise hundreds of hours of call set up and answering time; Integrated Directory gives display telephone access to the system database for one-touch





## Avaya Communication Manager Powered Solutions

### Avaya Integrated Management

- Configuration & Operations
  - Avaya Site Administration
  - Avaya MultiSite Administration
  - Avaya Voice Announcement Manager
  - Avaya ATM WAN Survivable Processor Manager
  - Avaya Directory-Enabled Management
  - Avaya Terminal Configuration
  - Avaya Installation Wizard
  - Avaya Software Update Manager
  - Avaya Network Configuration Manager
- Performance & Availability
  - Avaya Fault & Performance Manager
  - Avaya VoIP Monitoring Manager
- Network Management
  - Avaya Network Management Console
  - Avaya QoS Manager
  - Avaya SMON Manager
  - Avaya Address Manager

extension dialing; Intelligent Call Routing sends calls along the best and most efficient path based on your rules or the time of day.

Speech Access for Avaya Communication Manager enables workers to access corporate directories, make calls and control call functions using voice commands.

Universal Access—Phone Status for Avaya Communication Manager, an application designed to support sight-impaired users, allows them to hear the visual cues on the telephone lamps and displays.

- **Improve collaboration**  
Six-party Conferencing enables spontaneous group meetings; Meet Me Conferencing replaces third-party services by providing pre-established bridge numbers; Group Paging enables speakerphone announcements to preset user groups. Combine Communication Manager, Avaya Converged Communications Server (CCS) software and the Avaya IP Softphone for secure Instant Messaging (IM) with a presence-enabled contact list that can be used to increase access and collaboration.
- **Increase mobility**  
Remote Call Coverage/Forward Off-Net allows users to redirect calls through their office phones to another location; Personal Station Access allows telecommuters to activate their extension and preferences on a shared office phone.

- **Improve Contact Center Management**

This robust Automatic Call Distribution (ACD) feature set available delivers call routing capabilities for contact centers of any size, from small, single sites to large, sophisticated, multisite deployments.

## Scale to Your Current Size and Your Potential

Avaya Communication Manager allows any business to support its operations, simplify management, and significantly reduce total cost of ownership. Running on the powerful Avaya DEFINITY Communication Servers and Avaya Media Servers and Gateways, Avaya Communication Manager scales effectively from fewer than 100 users to as many as 36,000 on a single system and more than 1 million users on a single network. Even the busiest corporations can get performance that meets their needs, with support for up to 8,000 trunks and up to 375,000 Busy Hour Call Completions (BHCC).

## Rely on Your Communications

Avaya Communication Manager utilizes proven Avaya call processing combined with proactive Avaya EXPERT<sup>SM</sup> Systems monitoring to provide up to 99.999% reliability in an IP-based voice network. In the event of an emergency, World-Class Routing and Alternate Gatekeeper redirect calls away from trouble. Power Failure Transfer facilitates emergency communications in the event of a total power outage while optional Avaya Uninterrupted Power Supply Units automatically provide alternative in-line power to your system if necessary, and IP Trunk with PSTN fail-over automatically bumps calls to the public telephone network to maintain communications during times of IP network congestion.

Security features include “challenge and response” login protocol security violation notification and LAN/WAN voice privacy through real-time media encryption, Malicious Call Trace, Crisis Alert, and E911 compliance help protect your property and employees. Class of Restriction (COR) allows you to set different classes of privileges for making and terminating calls. And Access Security Gateway products help secure, monitor, and control ports used for remote access.



## Be Flexible for Migration and Global Business Needs

Avaya Communication Manager lets you create a network that meets your business and budget needs by taking advantage of distributed networking to extend applications to the edge of your enterprise. Compatible with Linux®, Microsoft Windows® 2000, and Avaya's proprietary (DEFINITY Server) operating systems, the software gives you the ability to:

- Deliver applications over IP, TDM, ATM, and wireless networks, and leverage existing devices whether they're digital, analog, IP, or wireless.
- Support communications anywhere in the world via a variety of signaling methods including H.323, ISDN-PRI, ISDN-BRI, multi-frequency, and Q.Sig.
- Multi-National Locations Communication Manager can support stations, port networks, remote offices, and gateways located in multiple countries using a single media server. Parameters that can typically vary by country can be specified for each country/location to enable support of features across national borders.
- Easily integrate third-party applications using open programming interfaces including TAPI, JTAPI, TSAPI, and ASAI.

## Uphold Your Reputation with Quality of Service (QoS)

Avaya Communication Manager features a high-performance VoIP engine that maintains excellence in voice, video, and data quality. Utilizing industry-standard controls—H.323, H.248, and SIP—the software can provide the highest level of performance for all transmissions, with low latency and delay levels. Your most important communications, and especially voice traffic, are given highest priority by industry-standard QoS protocols including DiffServ, 802.1p/Q, VLAN, and RSVP. And Avaya reporting and system monitoring help ensure service quality.

## Integrate Devices That Empower End Users

Among the variety of digital, analog, IP, and wireless end-user devices Avaya Communication Manager supports, these are particularly effective on distributed IP networks:

- Avaya Extension to Cellular feature offers one-number immediate access, with Avaya Communication Manager transparently bridging calls from the Avaya communications server to any digital cell phone regardless of service provider or cellular standard.
- Avaya IP Telephones including the Avaya 4602 and 4620 IP telephones, bring high-quality audio and all of the capabilities of Avaya Communication Manager to the user desktop. They are also available in multi-button models with 6, 12, and 24-buttons as well as a full-color touch screen phone with flexible key functionality for a variety of uses. Programmable button designation is now paperless allowing for easy, fast customization.
- Avaya IP Softphone is a flexible tool for accessing and managing all business telephony communications from any location with Internet access. When combined with Communication Manager and Converged Communication Server (CCS), IP Softphone adds secure Instant Messaging (IM) capabilities with a presence-enabled contact list that can be used to streamline both voice and IM communications using any PC or laptop computer.

## Simplify Network Management

Avaya Integrated Management provides a comprehensive set of tools that make it easier for customers to manage complex network infrastructures. The applications in Avaya Integrated Management manage both voice and data communications through a common web-based user interface designed for System Management, Network Management and Application Integration platforms. Avaya Integrated Management can improve network uptime; increase staff productivity and reduce operating costs.

### Avaya Communication Manager Powered Solutions

#### Contact Center Solutions

- Contact (Call) Center Enhancements
- Display Vector Directory Number
- Best Service Routing
- Time-of-Day Clock Syncing (with Avaya Servers)
- Co-Resident LAN Gateway

#### Security/Reliability

- World-Class Routing
- Alternate Gatekeeper
- Power Failure Transfer
- PSTN Fail-Over
- Malicious Call Trace
- Media Encryption
- Crisis Alert
- Class of Restriction
- Access Security Gateway Products
- S8700/S8710 Media Server physical separation up to six miles

## Get Services That Support Your Investment

Avaya Global Services offers a single point of accountability to design, build, and manage multi-vendor communications networks worldwide. From needs assessment to business continuity planning, from deployment to maintenance, Avaya Global Services can help you do more than ever before, with less than ever before. Plus, we provide a single point of accountability for convergence in multi-vendor environments, providing you with the confidence and ability to reap business results at your own pace.

## Leadership and Innovation in Communication

Avaya is a global leader and innovator in enterprise communications serving customers who require superior communications technology to power their business. Avaya provides secure network infrastructures and reliable voice and data applications that power faster decisions, profitable transactions, and closer relationships between customers, employees, and suppliers.

To learn more, talk to your Avaya Client Executive or Authorized BusinessPartner. Also, visit us at [avaya.com/learnmore/ip](http://avaya.com/learnmore/ip). For more information about Avaya and our other award-winning solutions, visit [avaya.com](http://avaya.com).

### Avaya Communication Manager Capabilities

#### Employee Productivity

- Call Coverage
- Send All Calls
- Priority Queuing
- Backup Alerting
- Timed Reminders
- Attendant Vectoring
- Abbreviated Dialing
- Last Number Dialed
- Internal Automatic Answer
- Integrated Directory

- Speech Access
- Universal Access—Phone Status
- Intelligent Call Routing
- Six-Party Conferencing
- Meet-Me Conferencing
- Group Paging
- Remote Call Coverage/Forward Off-Net
- Personal Station Access
- Automatic Call Distribution (ACD)

#### Unified Access Related

- SIP telephony support with Converged Communications Server (CCS)

- Avaya 4602 IP Telephone
- Avaya 4620 IP Telephone
- Avaya IP Softphone
- Avaya IP Softphone for Pocket PC
- Programmable button designation is now paperless allowing for easy, fast customization.

#### Networking

- Q.Sig Management
- 7-Digit Dial Plan
- T.38 fax over IP
- Modem over IP

#### About Avaya

Avaya enables businesses to achieve superior results by designing, building and managing their communications networks. Over one million businesses worldwide, including more than 90 percent of the FORTUNE 500®, rely on Avaya solutions and services to enhance value, improve productivity and gain competitive advantage.

Focused on enterprises large to small, Avaya is a world leader in secure and reliable IP telephony systems, communications software applications and full life-cycle services. Driving the convergence of voice and data communications with business applications – and distinguished by comprehensive worldwide services – Avaya helps customers leverage existing and new networks to unlock value and enhance business performance.



IP Telephony

Contact Centers

Unified Communication

Services

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