

Telesavers Incorporated

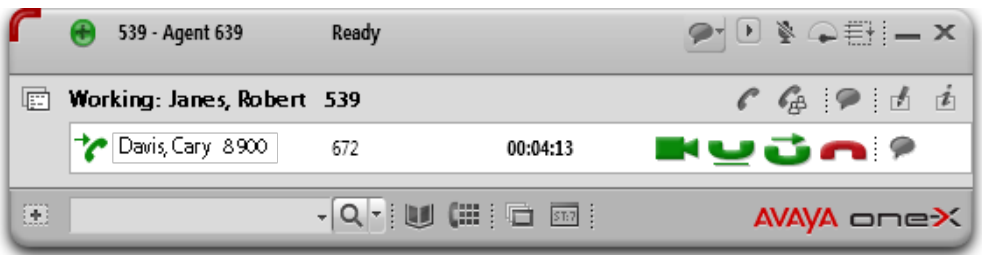
Creative Solutions that enable your business to grow. Developers and Integrators since 1982 - Our 31st Year!
 Avaya one-X Agent Solutions energize your Contact Center and simplify Day-to-Day Operations

Resources!

- [AURA - CM r 6.2](#)
- [Partner ACS Updates](#)
- [one-X Agent NEW!](#)
- [one-X Desktop](#)
- [one-X Mobility](#)
- [one-X Portal](#)
- [User Guides](#)
- [Guides for Dummies](#)
- [Messaging](#)
- [Conference Bridges](#)
- [Wireless Phones](#)



one-X Agent



- **one-X Agent** is the latest in Avaya's IP Softphone applications. **one-X Agent** brings the ultimate flexibility to the Contact Center. **What is one-X?** one-X is Avaya's Suite of productivity **communication** products for the **Desktop**, **Contact Center** and your **Mobility** {spelled FREEDOM!}. **one-X Agent** is used as a standalone Application in the **Contact Center**, in tandem with **one-X desktop Telsets** and especially, for **Contact Center Agents working from home** in numerous configuration possibilities.

one-X Agent Documents and Software are now on this Page!!!

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Documents and Software - one-X Agent r2.5

- [one-X® Agent 2.5 Release Notes – 6-2011](#)
- [one-X® Agent Active Directory Platforms – 10-2011](#)
- [one-X® Agent Communication Manager Administration – 6-2011](#)
- [one-X® Agent Installing and Configuring – 3-2011](#)
- [one-X® Agent Installing Server Applications – 6-2011](#)
- [one-X® Agent Maintenance and Troubleshooting – 6-2011](#)
- [one-X® Agent Migrating Applications from 2.0 to 2.5 – 6-2011](#)
- [one-X® Agent Overview – 6-2011](#)
- [one-X® Agent Port Settings – 6-2011](#)
- [one-X® Agent Quick Reference Card – 11-2009](#)
- [one-X® Agent Users Guide – 11-2009](#)
- [one-X® Agent with Central Management – 6-2011](#)
- [one-X® Agent at Home – 9-2009](#)
- [one-X® Agent Library {.zip} – 6-2011](#)
- [one-X® Agent Documents {ISO} – 1-2012](#)
- [one-X® Agent Software 2.5 {.zip} – 6-2011 New](#)
- [one-X® Agent Central Management Software 2.5 {.zip} – 6-2011 New](#)



Presented by Telesavers

■ **Key Benefits - one-X Agent r2.5**

- Seamless Integration of Real Time Call Control Information
- View Call Routing Information on-the-fly

■ **New Features - one-X Agent r2.5**

■ **New** *New Features of one-X Agent*

- Closer Integration between the Contact Center Applications and the Desktop
- Available Central management of one-X Agents

■ **Quick Links**

<i>Aura for Dummies</i>	<i>Contact Center Guestworks</i>	<i>Contents Installation</i>	<i>Design Service Main Page</i>
<i>Messaging</i>	<i>One-X Agent</i>	<i>One-X Desktop</i>	<i>One-X Mobility</i>
<i>One-X Portal</i>	<i>Partner</i>	<i>Products</i>	<i>Search</i>
<i>Services</i>	<i>User Guides</i>	<i>Wireless</i>	<i>Avaya Support</i>

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