IP Office Essential Edition

For Essential Business Communications

Overview

The IP Office *Essential Edition* is the foundation upon which to build your IP Office solution. Providing the necessary call handling and routing functionality for IP Office, *Essential Edition* helps ensure small businesses have the communications tools they need to operate effectively and efficiently.

Get the basics: caller ID, dial-by-name, automated attendants, conferencing, voicemail, and more. *Essential Edition* provides the "must haves" small businesses need to enhance their communications with customers and colleagues and streamline their operations.

Capabilities

- **Automated-Attendants** – Program up to 40 automated attendants (maximum 4 simultaneous calls) to handle almost any customer situation. Customize caller greetings so key clients receive a personal message and are routed directly to the most appropriate person or team.

- **Dial By Name** – Callers can easily reach the person they want to connect with by simply typing the name on the phone keypad.

- **Voicemail** – A range of choices that enable staff to stay connected regardless of where they are. Retrieve voicemail messages from the keypad on any telephone, through the context-sensitive display on an Avaya phone, or via email (voicemail messages show up just like an email).

Benefits

- **Efficient call handling** – Through touch tone prompts, quickly route customers to the right department to save your time and their's

- **Convenience** – Enable callers to easily enter the name of the representative they seek for fast, personalized attention

- **24-hour access** – Customized voicemail greetings for each member of your staff enables customers to feel connected even when you're not there

Specifications

Format	• Compact Flash Card
System Requirements	• IP Office 500 system
User Requirements	• Any IP Office telephone
Feature Detail	• Maximum of 4 concurrent calls • Approximately 15 hours of storage • 40 simple automated attendants • Multiple language support • Message control: Save, Delete, Forward, Repeat, Rewind, Fast Forward, and Skip Message • All messages time & date stamped • Break out to reception
Related Products	• IP Office Preferred Edition • IP Office Advanced Edition

About Avaya

Avaya is a global leader in enterprise communications systems. The company provides unified communications, contact centers, and related services directly and through its channel partners to leading businesses and organizations around the world. Enterprises of all sizes depend on Avaya for state-of-the-art communications that improve efficiency, collaboration, customer service and competitiveness. For more information please visit **www.avaya.com.**

AVAYA
INTELLIGENT COMMUNICATIONS

avaya.com