



## Why Migrate from INDeX to IP Office?

Avaya offers migration opportunities for small, medium and large users of telephony systems to both IP Office and Avaya Communications Manager. For those with systems below 250 extensions the IP Office will prove to be the ideal next generation platform.

### Silver Bullets

- All the INDeX “old favourite” features, such as forced feed of calls to contact centre agents, multi-site Hotdesking, and temporary greetings on voicemail and many others have all been incorporated within IP Office
- IP Office provides an easy to use graphical management interface with configuration wizards and value checking to minimise mistakes. Email Alerts on many events in the system and real time information display through the System Status Application make IP Office easier to maintain.
- IP Office provides you with a telephony platform that integrates with today’s and tomorrow’s business computer operating systems.
- IP Office provides the core technology required straight out of the box to fully converge your voice and data solutions, including further database integration for Interactive Voice Response (IVR), through Voicemail Pro.
- IP Office goes further in delivering the benefit of convergence in messaging. Your telephone voice messages can be notified or even forwarded to an email address and for those with an email server inside the business, you can synchronise your messages with your Microsoft Exchange inbox.
- IP Office includes a personal productivity tool in the form of Phone Manager. In addition, the INDeX operator console NOC (previously WOC) that provided these features to the switchboard as been developed further on IP Office and offered as SoftConsole.
- SoftConsole not only provides the switchboard with visibility of the workforce it also allows the Operator to control phone functionality such as No Calls and Forwarding status for all users in the business
- The IP Office communications platform supports communications Anywhere, Anytime and Anyplace! Mobility within the office, for home based and even more mobile employees, is provided by WLAN or DECT handsets, IP telephones with built in VPN software and SoftPhone applications. Mobility outside the office is given by

linking your mobile phone to your desk number and offering access to your office system features such as transfer and conference. All options provide secure connectivity to the telephone system via the internet to ensure employees work as effectively and efficiently as they would in the office.

- Flexible conferencing can be a quick ROI when compared with hosted offers. IP Office has a built-in 60 party conference bridge that can be used on demand or with a scheduling system. Any user can add people into a conference or with SoftConsole, even the operator can “drag and drop” calls into conferences from their control screen
- For users with multiple sites, connecting your IP Office’s across your IP based network will allow you to enable feature transparency between systems including Hot-Desking, Group working across the network, user visibility (Presence) and the sharing of resources such as a single Voicemail system for the whole group. If you want the benefits of lower cost calling and location independent geographical numbers, IP Office utilises Session Initiation Protocol (SIP) trunking in addition to the analogue and ISDN options. IP Office Automatic Route Selection feature allows you to route your calls by whichever service is the most cost effective and available.
- You can’t manage what you can’t measure, and CCM on the INDeX provided this vital measurement. When call centre solutions were required on IP Office CCM was adopted and renamed Compact Contact Centre – CCC. CCC provides the same core features and functions as CCM but with updated reporting based on Crystal Reports for up to 75 agents. INDeX call centre user that migrates to IP Office will recognise this old friend and will require very little upgrade training to make use of the application.
- IP Office can update telephone settings such as extension name and call restrictions, through an XML user management interface that automates and validates dynamic changes to the solution.

**IP Office is continuously growing. You will be able to see more features, going forward, addressing your rapidly moving business!**