

Avaya IP Office Release 9.1

With over 425,000 installations and more than 10 million users worldwide, the Avaya IP Office continues to enable small and midsize organizations to have an enhanced, scalable and reliable IP based phone systems that integrates mobiles, laptops, office phones and desktops using just one system.



Despite its popularity and success as the number one in IP telephony, the ever-changing world of telecommunications means that Avaya have once again improved the IP Office through the addition of a number of key features:

- **Scalability** – now scaling up to 2,500 users at up to 150 locations, the IP Office 9.1 gives midmarket companies a phone system that stays with their business for the long haul.
- **Contact Centre Solutions** – with 2015 seen as the year of the customer, the Avaya Contact Centre Solutions is optimized for the IP Office software and multichannel capabilities including voice, email, SMS and social media, enabling your business to improve customer experiences, improve agent efficiency and reduce costs.
- **Mobility** – through Avaya one-X Mobile Preferred, the IP Office 9.1 can convert an Apple iPhone or Android smartphone into an extension of the office phone system, allowing you to be contactable from any location.



- **Resiliency** – with the latest update, Avaya have made voice and conferencing applications more resilient which eliminates interruptions in the case of a server outage.
- **Investment Protection** – not only does the IP Office 9.1 offer call recording, voicemail as well as video and web collaboration options, it also integrates with legacy IP, digital, analogue, or SIP technology that protects prior wiring infrastructure and phone investments.

Final Reflection

Offering IP telephony, multiparty video calling and multichannel contact centre capabilities, the IP Office 9.1 integrated communication platform is perfect for midmarket companies who wish to drive growth, improve customer experiences and employee productivity.

