

IP Office - Office Worker

Keep productivity high throughout the office

Overview

Associates who are always working in the main office require a unique set of communications tools to ensure they can be as productive as possible at all times. The web browser-based Office Worker solution for IP Office is a single, intuitive PC interface that puts powerful communications tools at your fingertips.

Get things done quickly and efficiently – make decisions, answer questions, convey critical and timely information – without leaving your desk. Send and receive instant messages. Manage audio conferences with the click of a button. Check status of co-workers right on your PC screen (see who’s “on the phone”, “away”, on “do not disturb”, etc.). Click to speed dial. Access all your messages – voice, fax, email – from a single, easy-to-use interface.

Office Worker helps employees work faster and smarter. That can translate into greater productivity and efficiency and better customer interactions.



Capabilities

Control calls from your PC With just a click, you can access dozens of speed dial entries, transfer calls and conference in colleagues. It’s simple, fast, and an extremely efficient way to manage high call volumes.

Efficiently manage all messages With its built-in unified messaging, Office Worker allows you to handle all your messages from one place on your PC. See voice mail messages alongside emails and faxes and respond to the high priority ones first.

Manage audio conferences Simplify how you create, access, and manage audio conferences so employees make better use of this productivity enhancing tool. IP Office’s built-in conferencing bridge can provide significant cost savings, too.

Presence and instant messaging Always know the status of co-workers by

“seeing” what they’re doing right on your PC screen. Send instant messages to associates to improve response times and speed decision-making.

Benefits

- Improved productivity – Stay connected, responsive and productive; quickly and easily share ideas, provide direction and deliver on commitments.
- Increased responsiveness – Being accessible and responsive to customers and colleagues is always critical; with Office Worker, employees have the tools to quickly reach and be reached.
- Low cost deployment – With its web browser based application interface, Office Worker is quickly and easily deployed to users throughout the office; its intuitive interface can be quickly mastered.

Format	IP Office Software Download
System Requirements	<ul style="list-style-type: none"> • IP Office Preferred Edition or IP Office Advanced Edition
User Requirements	<p>Browsers:</p> <ul style="list-style-type: none"> • Microsoft Internet Explorer version 7 and above • Mozilla Firefox version 3.5 and above • Apple Safari version 3.2 and above • Windows Safari version 3.2 and above <p>PC Client Specifications:</p> <ul style="list-style-type: none"> • Windows XP, Windows Vista (Business/Enterprise/Ultimate), or Windows 7 (Professional/Enterprise/Ultimate) <p>PC Server Specifications:</p> <ul style="list-style-type: none"> • Ethernet-attached PC running one of the following Server Operating systems: Microsoft Windows Server 2003 (32-bit), Small Business Server 2003 (32-bit and 64-bit), Microsoft Windows Server 2008 (32-bit and 64-bit), Windows Server 2008 • Voicemail synchronization in Email and Browser based access to voicemail works with any IMAP mail client (Outlook); Web access supported on Microsoft Windows Server 2003, Windows Server 2008, and Windows Server 2008 R2 • For complete and latest PC and Server specifications, refer to latest Avaya IP Office Technical Bulletin and Technical Tip documents.
Feature Detail	<p>With browser interface:</p> <ul style="list-style-type: none"> • Inbound & Outbound Call handling (Answer, Hold, Transfer, Drop) • Receive Caller ID & Name Display (per service provider) • Conference Call control (Add, Drop, Record Conference, Mute, Un-mute) • Time on call displayed • Door opening control • Queue Monitoring • Phone Preference Setting Do Not Disturb, Voicemail ring back, and Voicemail out calling • Personal, System, and External Directory • Speed dial and Presence management of users within and across the enterprise • Send Instant Messages (IM) to internal users • Separate Call History logs – All, Incoming, Outgoing, Missed, Messages • Voicemail message management

Learn More

To learn more, please contact your Avaya Authorized Partner or visit us at avaya.com.

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.



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References to Avaya include the Nortel Enterprise business, which was acquired as of December 18, 2009.

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