

IP Office Teleworker

Full-time Remote Worker Productivity

Overview

IP Office *Teleworker* provides small businesses with powerful communications tools to enable home and remote workers to be just as accessible and responsive as employees who work in the office. Available with IP Office *Preferred Edition*, *Teleworker* allows small businesses to expand their labor pool by enabling people to work remotely – wherever that may be – with the full array of office phone capabilities.

With just an Avaya IP deskphone (purchased separately) and an Internet connection, home and remote workers are a seamless extension of the main office, making it easy for customers and colleagues to reach them. Calls flow through the network reducing costs (and eliminating variable phone expenses), and real estate requirements can be substantially reduced.



Capabilities

Point-and-click call handling – The intuitive and easy-to-use PC interface, which integrates seamlessly with Avaya IP phones, makes call handling a snap. Click to dial, transfer, hold, conference, and more. Access hundreds of speed dial entries.

Cost-effective communications – Connecting through a VPN allows remote workers' phone expenses to be reduced or even eliminated. Streamline real estate and facilities costs by hiring full-time remote workers.

Easily manage a dispersed workforce – With remote workers' phones on the network, presence features let employees "see" each other's status: who's on the phone, away from their desk, busy, etc. Record, archive and replay calls for monitoring and training purposes.

Expand your labor pool – Hire the right employees whether they live down the block, across the country or on the other side of the world; *Teleworker* seamlessly connects them to your network so they are virtually "in the office".

Benefits

- **Reduce expenses** – Eliminate variable phone expenses for remote workers, and even reduce real estate leasing and facilities costs.
- **Strengthen your workforce** – Hire the right people, regardless of where they live. *Teleworker* helps you grow your business with the most qualified people.
- **Ensure Productivity & Professionalism** – If VPN connectivity is lost or bandwidth compromised, employees won't miss important calls. With *Teleworker*, they simply leverage their PC interface and home or wireless phones to stay connected.
- **Increase productivity** – Reduce or eliminate commute times. Expand business hours by hiring remote workers in different time zones.

Specifications

Format	IP Office Software Download
System Requirements	<ul style="list-style-type: none">• IP Office Preferred Edition or IP Office Advanced Edition with Voice Compression Module (VCM) Channels• VPN Gateway located at IP Office location
User Requirements	<ul style="list-style-type: none">• Avaya 5610 IP Telephone or Avaya 5621 IP Telephone• Broadband Internet Access <p>PC Specifications:</p> <ul style="list-style-type: none">• Ethernet-attached PC• Pentium 266MHz with 64MB RAM; 50MB free disk space min.• Windows XP Professional SP3/Vista Business SP1/ Vista Enterprise SP1/Vista Ultimate SP1 with TCP/IP networking• Microsoft Internet Explorer V7 or Mozilla Firefox v3.0• Optional Microsoft Outlook 2000/2003/XP, Maximizer 8.0 and Goldmine 6.7 for contact management integration.
Feature Detail	<p>With 5610 or 5621 IP telephone, have access to full IP Office telephone functionality from anywhere, requiring just Broadband Internet access</p> <p>With browser interface:</p> <ul style="list-style-type: none">• Inbound & Outbound Call handling• Phone Call Control including Conference Call Control & Conference Rooms, Transfer via drag & drop• Configuration of Phone Preferences• Receive Caller ID & Name Display (provided by local service provider)• Speed Dial and Busy Lamp Field management of users within and across the enterprise• Local Phone Directory• Separate Call history logs – All, Incoming, Outgoing, Missed Calls, Messages• Ability to create script for incoming call handling• Time on Call display• Door Open Control• Monitor calls in queue <p>With PC Client interface, the following capabilities are added:</p> <ul style="list-style-type: none">• Work from anywhere with just an Internet connection and telephone (such as home number or mobile number)• Create up to 10 speed dial groups with 100 numbers per group• Transfer calls via drag & drop to speed dial icon• Integrate with Microsoft Live Communications Server (LCS) with Instant Messaging• Create Personal Distribution List for voice messaging• Create an incoming call script matching the caller id received• Set a distinctive ring tone (WAV file) based upon CLI received• Receive screen pops of contacts with Outlook, Goldmine, ACT!, and Maximizer

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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