

AVAYA

PARTNER® Advanced Communications System

Simply powerful. Powerfully simple.



Who Is Avaya?

- A leading provider of communications systems and software for enterprises
- Number 1 globally in voice messaging, unified communications and unified messaging
- 1M voice mailboxes in use every day
- Over 1.2M business customers in 90+ countries
- Market share leader of current installed systems in the small/midsize business sector



Avaya Delivers a Comprehensive and Flexible Solutions Portfolio

- Traditional voice and data systems as well as converged IP-based systems
- Scalable (easy to grow) and simple (easy to use)
- Designed for productivity, streamlined information flow, customer support and Internet access
- Single location / networked locations



What Our Customers Are Telling Us

“Our clients will leave voicemail sometimes and e-mail us other times. We have to be able to keep track of it all.”



“The typical day for me is 24 hours long. It is because I deal with the Far East and I deal with Europe.”

What Our Customers Are Telling Us

“We had one particular customer who was a very difficult customer. He did not want to talk to a machine. He wanted a human. It’s that simple.”



“We’re serious about communications. But we need to keep it simple.”

PARTNER[®] ACS

The Power Your Growing Business Needs

- A telephone system with a robust set of standard business telephony features
- Converged data, voice and Internet communications
- Messaging options balance power with economy
- Analog or fractional T1 support with DID

Simply powerful. Powerfully simple.



Why PARTNER[®] ACS?

SIMPLY POWERFUL

- Robust array of built-in features
- Powerful options for messaging and unified messaging
- Sophisticated wired and wireless telephones
- Flexible call answering and call handling

POWERFULLY SIMPLE

- Easy call management with simple, intuitive commands
- Easy to learn, operate and use
- Easy administration via phone or PC
- Easy to expand and add accessories

PARTNER[®] ACS Is Unique

- **Business-proven solution** (over 1.3 million sold)
...offers value and reliability
- **Built-in calling features**
(Caller ID, Conferencing, DID, Auto Attendant)
...that other systems don't have or charge extra for
- **Grow your business** (up to 48 extensions)
...without outgrowing your system
- **Choose from a wide array of phones**
...display, wireless, attendant consoles
- **A powerful system**
...that's refreshingly simple



What the PARTNER[®] System Can Do For Your Business



Simplify

Many standard features

Serve your customers

Built-in features for customer service

Work smarter

Powerful messaging ... Unified voice and e-mail

Control costs

Data/voice over T1 lines ... Call accounting

Stay in touch

Remote Call Forwarding... Wireless... *Cell Phone Connect*

PARTNER[®] ACS – Keeping It Simple

- **Easy call management**
Red and green indicator lights, backlit displays, Caller ID name and number
- **Easy wired, wireless and messaging connections**
Full-featured wireless phones, simultaneous external ringing, remote access to voicemail and e-mail
- **Easy system growth**
Plug-in cards for upgrades and applications
- **Easy to add accessories**
Enhanced tip/ring connectivity
- **Easy to administer**
Easy administration through simple telephone commands, remote configuration via any PC
- **Easy to backup and restore**
PCMCIA card automatically performs backups and can be duplicated for security purposes



PARTNER[®] ACS Capabilities

- **T1 connections**
 - Get more for less by consolidating analog and digital lines—voice, data, fax and Internet—over one connection
- **Customer service**
 - Auto Attendant and Direct Inward Dialing
 - Application Processor Interface (API) for Screen Pops
 - Access to a host of applications/database for managing customer relationships
- **Powerful messaging options**
 - Simplify and expedite communications; manage voicemail and e-mail in one mailbox
- **Mobility solutions**
 - Have calls reach you whether away from your desk, out of the office or after hours



How Good Is Your Customer Service?



Personalization

- Can you recognize your top customers when they call?
- Is it easy for them to get to the right department?

Convenience

- Are you easy to do business with?
- Are phone transactions fast and efficient? Would they be with an Auto Attendant?

Availability

- Do you have 24/7 messaging and forwarding capabilities?
- Can you be reached anywhere on your premises?

Deliver the Customer Experience That Helps Your Business Grow

The PARTNER[®] system helps you

- Be available 24/7—Messaging, Auto Attendant
- Recognize every caller—Caller ID, Missed Call Log, Computer Telephone Integration, Database Linking
- Handle every call the right way—Call Routing, Hunt Groups
- Support your receptionist—Call coverage, Direct Inward Dial



Messaging—Streamlining the Flow of Information

Save time and money with powerful messaging capabilities



Special capabilities for cell phone users



24-hour call coverage



Voicemail/e-mail integration with one system



Flexible message management

The PARTNER[®] System Delivers Messaging Options

Auto Attendant —
for flexible call
handling

Message
reviewing
options

Call
answering
options



Manage Voicemail and e-mail Together

See all your
messages
together

Save and forward
messages like
e-mail

Works with your
existing e-mail
server



Two Messaging Options

... plenty of extra features

PARTNER® Voice Messaging

- 2 ports, 12 mailboxes

PARTNER® Messaging

- Up to 6 ports, 200 mailboxes



Simplifying Message Retrieval for Cell Phone Users

- Scan the content of new messages with minimal key strokes
- Return automatically to last message heard if connection is dropped
- Change order in which messages are heard, easy back-up and replay, speed up or slow down



Cell Phone Connect: Have Calls Delivered to Your Cell Phone . . . or another location

- Calls ring simultaneously at your desk phone and cell phone (or any other phone)
- Pick up the call on your cell phone. . . Drop it and pick up on your desk phone without interruption
- Calls not answered at either location go to messaging or coverage (e.g., receptionist)



A Selection of Telephones

PARTNER® ACS offers a complete and versatile portfolio of telephones, with:

- Built-in speakerphone and intercom
- Backlit display telephones
- Call Hold and Transfer
- Message waiting notification and retrieval
- Call status indication via LEDs
- Caller name and number display



The PARTNER® System – Wired and Wireless Phones

PARTNER ACS Phones



PARTNER DSS
Console



Avaya 3910
Wireless Phones

Mobility with PARTNER[®] ACS

- Wireless Telephony
- Paging
- Cell Phone Connect
- Remote Call Forwarding
- Multimedia Messaging Solutions



Take Advantage of T1

- Consolidate multiple lines on one connection
- Handle voice/data/Internet on one line
- Lower costs
- Fractional T1 – up to 16 lines
- Direct Inward Dialing support – calls ring in directly to the right person



Direct Inward Dial with PARTNER[®] ACS

- Increases convenience and personalization
- Frequent callers get right through
- Empowers customers
- Relieves load on receptionist



Controlling Costs with PARTNER® ACS

- Dual Station Ports

- Easily plug in telephones, fax machines, answering machines, modems, credit card scanners and other devices

- Call Accounting

- Measure and control telephone expenses
- Monitor calling patterns, phone use and toll charges
- Detect toll fraud



Why PARTNER[®] ACS?

Remote
administration

Support for
T1

Support for
Screen Pops

Unified
Messaging

Reliable
operation



Standard
features

Mobility

Customer
service

Powerful
attendant

Caller ID

Why PARTNER[®] ACS?

PARTNER ACS

- Open, scalable solution
- Legendary industry reliability
- Integrated customer service
- Supports industry leading mobility
- Simple – no PC required
- Supported by a nationwide network of Business Partners

The Competition

- Is it open? Is it scalable?
 - Is it reliable?
- What will it cost to deliver customer service?
- What are the mobility options?
 - Does it need a PC attached to it to work?

Testimonials for the PARTNER® System

“Avaya’s ability to deliver multimedia won us over.”

Mary Ann Flynn, Latin Percussion Music, Inc.

“We couldn’t be happier with our new systems.... With DID system-wide, we’re sure all facilities are reachable at all times... We stayed within our budgetary constraints, too. We got the best of both worlds.”

Jenne Mowery, Lenior City Schools

