

Avaya Aura®

Avaya Aura® Communication Manager



Your Foundation for Unified Communications and Call Center solutions

Overview

Getting together with customers, coworkers, and suppliers is no longer enough. Employees need tools to take an active role in creating value, delighting customers and engaging colleagues in flexible interactions that deliver business results. To enable this transformative, people-centric engagement, Avaya has developed the Avaya Aura® Platform – a set of seamless components that mesh together to provide comprehensive unified communications and customer experience solutions that deliver a meaningful impact to your business.

Avaya Aura® Communication Manager is a foundational element of the Avaya Aura® Platform, and delivers rich voice, video, mobility, messaging and engagement capabilities on a resilient, distributed network.

Avaya Aura Communication Manager enables your digital transformation with:

- Robust voice, and video call processing capabilities.
- Advanced workforce productivity and mobility features.
- Built-in conferencing and call center applications.
- Centralized or distributed messaging and attendant capabilities.
- Connectivity to a wide range of analog, digital, and SIP / IP-based communication devices.
- Support for SIP, H.323 and global industry-standard communications protocols over a variety of different networks.
- High availability, reliability and survivability.

**Avaya Aura®
Communication
Manager is a
comprehensive
software
foundation for
real time employee
and customer
engagement.**

**Its supports over
700 features and
services for unified
communications
and customer
experience
management
including mobility,
messaging,
advanced
conferencing and
omnichannel
customer contact.**

- More than 700 services for unified communications, including support for mobility, customer contact, messaging, auto attendant, multimedia conferencing and E911 across numerous verticals including finance, education, health care, transportation, manufacturing and hospitality.

Key Customer Benefits

Pervasive Collaboration

- **Handles communications effectively:** Multiple options for routing, queuing and priority handling of voice and video.
- **Increases efficiency:** Easy-to-use features save workers time, allowing a focus on business not technology.
- **Improves collaboration:** Workers can easily access collaboration capabilities like conferencing and remain productive while on-the-go with advanced mobility capabilities.

Helping ensure business continuity

- **Transparent system failover:** Multiple points of redundancy can be built in to your network providing automatic back up in the event of network, hardware or software issues.
- **Voice quality monitoring and management:** Checks for network conditions that adversely affect voice quality and automatically applies corrective action.

Promoting enterprise security

- **Secure by design:** Avaya Aura Communication Manager applications can be isolated from the rest of the enterprise network to safeguard them from viruses, worms, DoS and other attacks. Avaya Aura Communication Manager also uses the minimum number of services and access ports to reduce susceptibility to malicious attacks.
- **Secure communications:** Avaya Aura Communication Manager uses media encryption between servers, gateways and endpoints to secure the voice stream and signaling channels.

Open Standards

- **Support for open standards:** Facilitates integration of third party solutions, including Microsoft and IBM solutions, as well as the option to embed communications into business processes, streamlining daily tasks.
- **End-to-end standards-based application integration:** Linux-based Avaya Aura Communication Manager software provides integration of legacy (TSAPI, JTAPI, CSTA) and new (Web services and service-oriented architecture) standards.

Simplified Network Management

- **Avaya Aura® System Manager:** Provides intuitive centralized administration of an Avaya Aura network including multiple instances of Communication Manager. It takes a solution level approach to network administration that allows IT departments to incorporate new components and applications under a common management umbrella, managing the elements of the Avaya Aura Platform together as a system.

AVAYA AURA SUITE LICENSES

Avaya Aura Suite Licensing provides simpler purchase options for Avaya Aura customers. Suite licenses bundle select features that ensure each enterprise user receives the best set of capabilities for their business role. Suites are available in two levels:

Core: includes the complete Avaya Aura Platform of Communication Manager, Session Manager, System Manager, Presence Services, Session Border Controller for Enterprise and user entitlements to Avaya IX Workplace (Equinox) and Avaya IX Messaging (Officelinx).

Power: includes all the capabilities in Core plus the ability to host IX Workplace (Equinox) conferencing sessions.

Quality Experiences

- **Voice and Video Features:** Comprehensive and easy to use features (i.e. auto attendant, call transfer, call forward, etc.) facilitate effective communications among employees, customers and partners.
- **Mobility Features:** Extensive WiFi or dual mode Wifi / Cellular capabilities keep employees productive when away from their desks. Extension to Cellular (EC500) makes twinning a cell phone with a desk phone transparent for the user, and Avaya IX Workplace (Equinox) for Windows, Mac, iOS, and Android devices provide enterprise grade capabilities on a variety of device.
- **Collaboration:** From simple audio Meet Me Conferences for up to six parties to Avaya IX Workplace (Equinox) for complete, high capacity voice, video and desktop sharing, Avaya makes it easy to collaborate with groups of peers, customers and partners.
- **Integrated Messaging:** Sophisticated messaging features and full capability for messaging integration with voice, fax and e-mail.
- **Call Center Integration:** Avaya Contact Center Elite and Avaya Oceana run on Avaya Aura® Communication Manager and can easily be configured to include robust omnichannel routing capabilities for today's contact centers, including the collection, queuing, and delivery of voice and non-voice work items, such as e-mail and text or web chat sessions, to an appropriately skilled agent. The powerful routing algorithms that reside in Avaya software determine the right resource for each contact.
- **Telecommuting:** Telecommuter capabilities route calls appropriately and give employees access to the full Avaya Aura Communication Manager feature set whether working at home, in the office or on the road.
- **Application Integration:** Lets application developers integrate Avaya Aura Communication Manager functionality into new or existing applications and business processes for real-time engagement.
- **SIP Support:** In conjunction with Avaya Aura® Session Manager, provides complete feature enablement for SIP devices, support for SIP trunking and integration of 3rd party SIP solutions.
- **Quality of Service:** QoS features like Inter-Gateway Alternate Routing (IGAR) and Call Admission Control provide a no compromise approach to reliability and functionality on converged SIP/IP networks. This ensures that Avaya Aura Communication Manager end users receive the same extensive features and high quality audio they have on their traditional Avaya solution as they transition to SIP/IP based solutions.
- **Reliability & Survivability:** Supports a wide variety of servers, gateways and survivability features enabling 99.999% availability or better. Avaya Aura Communication Manager is capable of mirroring processor functions, providing alternate gatekeepers, supporting multiple network interfaces and ensuring survivability at remote and central locations.
- **Intelligent Networking and Call Routing:** Allows organizations to create a virtual fabric of switches that can pass information and calls, providing higher levels of customer service. Call routing features are also designed to reduce networking costs through effective use of SIP/IP Trunking over WAN or LAN links.
- **Security and Privacy:** Security features for detecting probable breaches with notification and tracking alerts. Also provides real-time media encryption for environments where enhanced voice privacy over a LAN/WAN is required.

AVAYA AURA DEPLOYMENT OPTIONS:

- **Avaya Common Servers:** Appliance Virtualization Platform (AVP) simplifies the deployment of multiple Avaya applications on enterprise grade rack mount appliances.
- **Avaya Aura® Virtualized Environment:** The complete Avaya Aura® Platform solution set, including Communication Manager, available as OVA files for installation on to customer provided servers.
- **Converged Platform:** Complete full stack solution for UC and CC including virtualized applications, compute, power and cabling with common management and single call support across the entire stack.
- **Infrastructure as a Service (IaaS) providers:**
 - Amazon Web Services
 - IBM Cloud
 - Goggle Cloud
 - Microsoft Azure

- **Safety and Disaster Recovery:** Tools to help organizations manage and respond to unforeseen emergency situations.
- **Integrated Management:** Powerful built-in tools for administrators and network managers to maintain communication solutions and drive down total cost of ownership, including applications for network management, configuration management, and fault and performance monitoring.

Technical Specifications, Operating System and Supported Servers

- **Appliance Virtualization Platform (AVP) with Avaya supplied servers:** Avaya Common Servers, S8300
- **Avaya Aura® Virtualized Environment:** VMware®, KVM/Nutanix™ or Microsoft Hyper-V-based virtualization of Avaya Aura® applications on customer supplied servers
- **Avaya hardened Operating System:** Red Hat Enterprise Linux

Capacity

- **Total number of Stations:** 41,000
- **SIP Endpoints:** 41,000
- **SIP Trunks:** 24,000
- Up to 250,000 users in a single Avaya Aura enterprise environment

Learn More

To learn more about Avaya Aura Communication Manager talk to your Avaya Account Manager or Authorized Partner. Also, visit us at www.avaya.com.

About Avaya

Businesses are built on the experiences they provide and every day millions of those experiences are built by Avaya (NYSE:AVYA). For over one hundred years, we've enabled organizations around the globe to win—by creating intelligent communications experiences for customers and employees. Avaya builds open, converged and innovative solutions to enhance and simplify communications and collaboration—in the cloud, on premise, or a hybrid of both. To grow your business, we're committed to innovation, partnership, and a relentless focus on what's next. We're the technology company you trust to help you deliver Experiences that Matter. Visit us at www.avaya.com.

