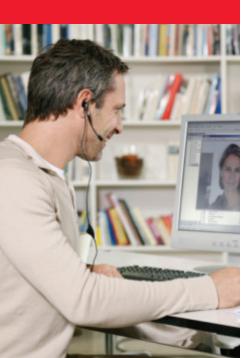![Avaya - Engage The Power of We™]

Avaya Aura®
Communication
Manager is a
comprehensive
software foundation
for real time voice
and video
engagement.

More than 700
services for unified
communications,
including mobility,
contact center,
messaging, auto
attendant, advanced
conferencing and
E911.

Avaya Aura® Communication Manager

Your Foundation for Team and Customer Engagement.

Overview

Active participation, pervasive collaboration and quality experiences define the new Era of Engagement for today's enterprises. 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 team and customer engagement 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 that supports SIP/IP-based, digital and analog communication devices.

Avaya Aura Communication Manager enables the engaged enterprise with:

- Robust voice, and video call processing capabilities.

- Advanced workforce productivity and mobility features.

- Built-in conferencing and contact 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.

- More than 700 powerful features in all.

Key Customer Benefits

Pervasive Collaboration

- **Handles communications effectively**: Multiple options for routing, queuing and priority handling of voice and video.

Avaya Aura Suite Licenses

Avaya Aura Suite Licensing offers a simpler approach to creating solution-oriented options for Avaya Aura customers. Suite licenses bundle select Avaya Aura 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 Communicator clients along with Basic level entitlements to Avaya Aura Messaging and Avaya Multimedia Messaging.

- **Power**: includes all the capabilities in Core plus Avaya Aura Conferencing and Enhanced level entitlements to Avaya Aura Messaging and Avaya Multimedia Messaging.

- **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.

- **Redundant interfaces**: Minimizes the impact of local network failures.

- **Geographically separated redundant servers**: Provides redundancy across a geographically dispersed network.

- **Branch office survivability**: Provides the ease of administration of a centralized system with local failover capabilities in the event of network failures.

- **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 servers 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.

- **SIP support**: SIP provides the foundation for multimedia communications and collaboration for voice, video and customer contact while also offering users real savings in network access costs. SIP based presence and Instant Messaging (IM) lets users inform others of their status, availability and allows immediate responsiveness to important business issues.

- **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.

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 Communicator clients for Windows, 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 Aura® Conferencing for complete, high capacity voice, video and desktop sharing Avaya makes it easy to collaborate with groups of peers, customers and partners.

- **Integrated Messaging**: Built-in messaging features and full capability for messaging integration with voice, fax and e-mail.

- **Call Center Integration**: Call center applications like Avaya Center Elite and Avaya Business Advocate for expert predictive routing, are easily integrated.

- **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 current 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**: Lets organizations 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.

- **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.

Avaya Aura Deployment Options:

- **Avaya Common Servers:** Avaya turnkey solutions based on enterprise-grade rack mount servers, from Dell and HP with the option to deploy multiple applications on a single server.

- **Avaya Aura® Virtualized Environment:** The complete Avaya Aura® Platform solution set, including Communication Manager, available as VMware compatible OVA files for installation on to customer provided servers.

- **Collaboration Pod:** Complete full stack solution for UC and CC including virtualized applications, compute, gateways, storage, network switches, power and, cabling with common management and single call support across the entire stack.

Technical Specifications, Operating System and Supported Servers

- **Avaya supplied servers**: Avaya Common Servers, S8300

- **Avaya Aura® Virtualized Environment**: VMware-based virtualization of Avaya Aura® applications on customer supplied servers

- **Avaya hardened Operating System**: Red Hat Enterprise Linux

Capacity

- **Total number of Stations**: 36,000

- **SIP Endpoints**: 36,000

- **SIP Trunks**: 24,000

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

Avaya is a leading, global provider of customer and team engagement solutions and services available in a variety of flexible on-premise and cloud deployment options. Avaya's fabric-based networking solutions help simplify and accelerate the deployment of business critical applications and services. For more information, please visit **www.avaya.com**.

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