

ONE PAGE OFFER DEFINITION: AVAYA CLOUD OFFICE – US/CANADA

OFFER: All-In-One Public Cloud Solution for Calling, Meeting, and Messaging, including Video Collaboration

OPPORTUNITY: Convert premise-based customers to cloud + win new customers through modernization and simplification

Key Sales Resources

• [FAQ](#) • [Sales Playbook](#) • [Sales and Partner Portal](#)



Offer Summary

- Fundamentally enhance the way businesses communicate with customers, partners, and colleagues by simplifying the way the call, meet, message, and collaborate.
- Delivers an UCaaS experience that's intuitive and accessible from a phone, browser, or any mobile device.
- Designed as a public cloud solution from the ground up, this solution delivers 99.999% uptime, outstanding analytics, and can be easily managed from anywhere.



Customer Options

- Do Nothing – Customers will not stay competitive in the market.
- Modernize with Perpetual License – Customers will own the product and will need to manage separate support contracts. Customers will not have access to quarterly automatic upgrades.
- **Modernize with Avaya Cloud Office** – Customers will benefit from a solution that is kept updated and secure with automatically deployed quarterly updates. Flexibility makes it easy to expand as business grows. Application integration ecosystem with over 200 downloadable integrations that install easily. Add CCaaS capabilities with Avaya Experience Platform.



Offer Components

Available in Standard, Premium, and Ultimate tiers.

See [Avaya Cloud Office Pricing](#) for full details.

Standard	Premium	Ultimate
Business phone or toll-free numbers	Everything in Standard PLUS	Everything in Premium PLUS
Inbound caller ID name	Automatic Call Recording	Device status reports
Unlimited calls within US/CA	Single Sign-On	Unlimited storage
Business SMS	Multi-site admin and management	Device status alerts
Voicemail transcription	Up to 8-digit extensions with site codes	
Team messaging	Hot Desking	
Document sharing	Advanced call handling including Whisper, Barge, more	
24x7 support	Video meetings with up to 200 participants	
Business phone numbers in over 100 countries	Real-time Analytics	
Single sign-on	Popular CRM integrations with Salesforce, Zendesk, and more	
Popular integrations including 365, G Suite, Slack and more	Industry specific integrations with Canvas, Smarsh, and more	
Video meetings with up to 100 participants	Developer Platform and Custom Integrations	
Unlimited audio conferencing		



Availability

Available in 15 Countries as of September 2023

- Australia, Austria, Belgium, France, Germany, Ireland, Italy, Netherlands, Portugal, Singapore, Spain, Switzerland, United Kingdom, United States

[Global Office Feature](#): Local Service in over 40 countries.



Partner Value Proposition

Are you leading or following your customers to the cloud?

- Get the competitive edge with the combined innovation of Avaya and RingCentral. It's Innovation².
- Deliver Cloud to a Huge Installed Base.
 - Avaya is the UC leader with over 90% of Fortune 100 and over 55% of International.
 - Avaya UC Installed Base 100M+ lines.
- Faster implementation times means more time focused on selling and revenue generation.
- Avaya provides white-glove migration services for customers coming from Avaya systems – simplifying and speeding up migrations.
- See [Incentives for Sales Agents](#).
- Loyalty incentives through [Edge Loyalty Rewards](#).



Business Targets

- Ideal for Small Business and Mid-Market, with high potential for some Enterprises depending on requirements.



Customer Value Proposition

- **Focus on the user experience, public cloud benefits and the cost effectiveness of an integrated solution.**
- One app with one-touch intuitive access to calling, messaging, audio and video conferencing, collaboration
- Delivered from the public cloud, provides a true OPEX model with upgrades and patches included.
- A single cost-saving solution providing complete business needs with easy implementation and carefree maintenance
- [Available customer incentives](#)

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Essential	Standard	Premium	Ultimate
Up to 49 users*	Everything in Essential PLUS	Everything in Standard PLUS	Everything in Premium PLUS
Phone+Toll Free #	No user limit	Automatic Call Recording	Device status reports
Unlimited Calls US/Can	Phone number in 100+ Countries	Single Sign-On	Unlimited storage
Voicemail Transcription	Unlimited Internet Fax	Multi-site admin and management	
Team Messaging	Unlimited Audio Conferencing	Up to 8 digit extensions with site codes	
Document Sharing	Video meetings up to 100 participants	Hot Desking	
24x7 Support	Up to 24 hour meeting duration	Advanced call handling including Whisper, Barge, more	
	Quality of Service Reports	Video meetings with up to 200 participants	
	Popular integrations include MS 365, Teams, SFDC, G-Suite, Slack and more	Real-time Analytics	
		Popular CRM integrations with Salesforce, Zendesk, and more	
		Industry specific integrations with Canvas, Smarsh, and more	
		Developer Platform and Custom Integrations	

*Unlimited users in the UK



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