



# Communications Solutions for Schools

Simplify your communications. Connect faculty, parents, staff and students and lower costs with the Avaya IP Office communications system.



## The connected school

If your classrooms and training centers have entered the digital era—but your school's communications system is still stuck in the past—it's time to take a close look at what an Avaya IP Office communications system can do for you.

An Avaya IP Office solution can help any educational or training center use advanced communications to create a more efficient, effective and secure learning environment.

- Keep your faculty and staff connected using virtually any communications device—school phone, mobile phone, laptop or other mobile device

- Simplify the way incoming calls from parents, students and the community are handled
- Make it easy for everyone to get instant alerts and announcements on school closings, important events and other news
- Lower the cost of conference calls and system administration

In a single, compact solution, Avaya IP Office provides a set of leading-edge communications capabilities specifically designed to help today's educational institutions function more effectively, while controlling costs.

Learn More About Avaya IP Office:

- ▶ Watch a Demo
- ▶ Calculate Your ROI in 5 Minutes
- ▶ See Customer Stories

Go to [avaya.com/small](http://avaya.com/small)

# Simpler Communications, Better Learning



**One number reachability:** Do teachers or staff ever give out personal mobile phone numbers to students? Do maintenance personnel and others who work in more than one location rely on their personal mobile phones to stay in touch? Answering yes to these questions raises obvious security issues and can cause confusion during an emergency. With Avaya IP Office, teachers and staff can give out one number—your school's main number and their individual extension—and IP Office automatically routes any incoming call to their mobile, desk phone, even (if appropriate) their home phone. There's no longer any need to give out personal numbers and faculty can choose when or where they want the calls forwarded. Support staff are quickly reached.

**Making it easy to get information:** A school is all about the free flow of data—IP Office supports your mission by making it easy for everyone to connect with people and information:

- Simplify the flow of incoming calls with an Automated Attendant or a call center to handle and route incoming calls to any department (admissions, registrar, financial, principal). Callers only need to remember one number.

- Establish self-service options so students, parents, and members of the community can call your school at any time to access information regarding events, sports, grades, homework and closings.
- Circulate information inside your school quickly and efficiently using distribution lists to route voice mail messages. Let everyone know of staff changes, important meetings, policy changes, etc.

**Get your voice mail by checking your e-mail:** Getting your e-mail on a mobile device—a laptop, a netbook, a smart phone—is a major convenience. IP Office can distribute voice mail messages as e-mail to any intelligent mobile device.

**Conference calls:** Educators understand collaboration and conference calls can sometimes be a daily occurrence. Many schools rely on third-party conference call services to keep teams working together. That's why IP Office comes with two built-in 64-party conference bridges—completely eliminating the need for outside services. With even just a handful of conference calls a day, you can see a ROI in just a few months.

**School safety/911:** Because safety is a top priority at every school, IP Office was designed to enhance a school's ability to provide the highest level of security to its students. You can customize phones with an "emergency" key that anyone can press during an emergency situation and have the call ring at a number of locations on the school property—including the front desk, administration—anyone listed on the emergency calling group. When used in conjunction with products from an Avaya authorized solution developer, IP Office allows first responders to trace 911 calls to individual classroom phones, providing the school's address and classroom number immediately.

**Simple, low-cost administration:** IP Office takes the hassle out of reconfiguring your communications system to keep up with staff changes or to add or relocate phones and other devices. If a member of the faculty or staff leaves, or you want to set up communications on another device or in another location (including a home office), just plug in and power on—IP Office automatically reads the IP address of the device.

**Connect your schools:** If you have multiple locations, IP Office can simplify communications and help you save money. You can set up one dial plan for all your locations. IP Office eliminates site-to-site calling charges and makes it possible to share resources, such as messaging, receptionists, the office directory and much more. You can also easily manage all systems from a single Windows-based interface (no travel costs).

# Flexible Options for Your School

## Essential Edition



*“My school just needs basic communications.”*

Help keep your costs down and get all the essential call handling capabilities—IP Office Essential Edition is the perfect communications starter kit for any small school or other educational institution.

**What's Included:** All the “must haves” your school needs (call routing, Caller ID, hold/conference/transfer, voice mail) plus a great selection of Avaya phones.

When you are ready, move up to the Preferred Edition.

## Preferred Edition



*“I want to make my school's communications more up-to-date.”*

Get the communications capabilities you need to be responsive to students, parents, faculty and the community...as well as the built-in capacity you need to keep growing.

**What's Included:** Ten times more call handling and voice messaging capacity than Essential Edition plus automated service prompts such as wait time and special announcements. A call recording option to help you monitor how well employees are handling incoming calls.

## Advanced Edition



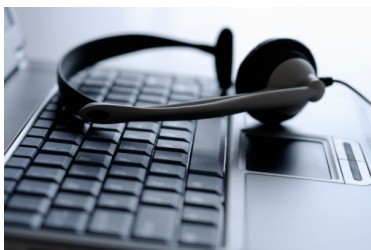
*“I want my school to be able to handle incoming calls more effectively.”*

For schools that want to carefully manage large volumes of incoming calls—particularly involving revenue-producing services (i.e., tuition, sports, facilities rental), the Preferred Edition provides a full set of customer service capabilities.

**What's Included:** Automated self-service options—for providing directions, school updates and more. Automated service alerts let you know when service thresholds (i.e., wait times, calls on hold) have been exceeded. Advanced call recording options help identify problems.

## ACCOMMODATES YOUR CHOICE OF DEVICES

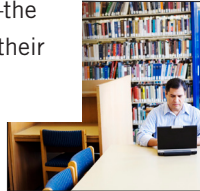
IP Office has the ability to work with IP, digital, analog, SIP or wireless technologies. Use the devices you want, wherever you need them.



# Productivity Solutions For All Your Employees

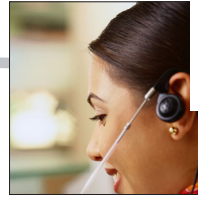
## ▶ POWER USER

Give your top administrators and managers—anyone using a laptop—the communications tools to maximize their accessibility and respond to issues.



## ▶ RECEPTIONIST

Equip your school's front desk personnel with easy point-and-click call controls that streamline call handling.

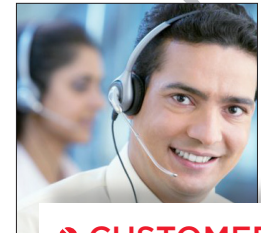


## ▶ MOBILE WORKER

Keep staff people who are always on the move in close touch, wherever they are working.



## IP Office User Productivity Solutions— Power to Your People



## ▶ CUSTOMER SERVICE AGENT

Give the people in your school who regularly handle calls the tools they need to be as effective as possible.

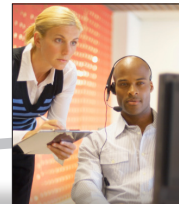
## ▶ TELEWORKER

Even when school is closed, staff can work from home and get the full power of your communications system.



## ▶ CUSTOMER SERVICE SUPERVISOR

Get the reports to judge your outreach efforts (e.g., fundraising, school updates, etc.) and how well all calls are being handled.



## 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](http://www.avaya.com).

# AVAYA

INTELLIGENT COMMUNICATIONS

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