

# WELCOME

## Comparison : Avaya Aura and IP Office

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# Comparison Overview

- ➔ Based on IP Office R10.1 and Avaya Aura CM7.1.
- ➔ Avaya Aura Elite keeps call center calls inside the phone system; thus, can report end to end on the call. Avaya IP Office and Avaya Contact Center Select (ACCS) sit side by side; thus, have some limitations when engaging features system wide as well as reporting system wide. Activity inside the Call Center/Contact Center (ACCS) will be controlled by ACCS features and ACCS reporting; whereas, activity outside the Call Center/Contact Center (ACCS) will be controlled by IP Office phone system.
- ➔ Clients with IP Office Server Edition can elect to upgrade licensing anytime to IP Office Server Edition Select when client requires greater capacities and/or additional features offered by Server Edition Select licensing.



# Capacities Matrix

Highlighted Feature	Avaya IP Office Server Edition	Avaya IP Office Server Edition Select	Avaya Aura	Comments
Total Users	2000	3000	3000+	
Gateway	IP500 Gateway supports 384 Traditional Phones Per	IP500 Gateway supports 384 Traditional Phones Per	G450 Gateway supports 450 Traditional Phones Per	Gateways handle traditional lines + phones.



# Environmental Matrix

Highlighted Feature	Avaya IP Office Server Edition	Avaya IP Office Server Edition Select	Avaya Aura	Comments
G650 Gateway vs IP500 Gateway Rack Space	Gateway and Expansion units are 2U and plug and play for easier management. Expansion units accommodate 30 ports.	Gateway and Expansion units are 2U and plug and play for easier management. Expansion units accommodate 30 ports.	G650 are 8U; but can hold up to 11 boards (max 24 digital phones) based on gateway configuration.	G650 is EOS June 10, 2018. Avaya is focusing on G450 for traditional gateways. IP Office requires larger rack footprint.
VMWare	Supported	Supported	Supported	
VMWare HA	Not Supported	Supported	Supported	Clients use Primary + Secondary OR HA not both.

# Phone System Features Matrix

Highlighted Feature	Avaya IP Office Server Edition	Avaya IP Office Server Edition Select	Avaya Aura	Comments
Conference Bridge	Built In 256	Built In 512	Built In 6 Party (you + 2in/2out)	
Call Recording	Standard, based on resources.	Standard, based on resources.	Not Included.	Xima call recording is recommended; however, IP Office can do low volume recording based on proposed design.



# Call Center / Contract Center Matrix

Highlighted Feature	Avaya IP Office Server Edition	Avaya IP Office Server Edition Select	Avaya Aura	Comments
Full End to End Call Center Reporting	Not Available. ACCS reports have no visibility on calls outside ACCS.	Not Available. ACCS reports have no visibility on calls outside ACCS.	Available.	Xima standard reports have been added to supplement IP Office.
Oceana Add On	Not Available.	Not Available.	Available	Not required by client.
Equinox Add On	Client Only.	Client Only.	Web or Client.	Not required by client.
Agent Capacity	ACCS supports up to 250 active/logged in agents and up to 1500 configured.	ACCS supports up to 400 active/logged in agents and up to 1500 configured.	Flexible.	

# Call Center / Contact Center Matrix

Highlighted Feature	Avaya IP Office Server Edition	Avaya IP Office Server Edition Select	Avaya Aura	Comments
CallBack Request feature	CallBack Request feature available in ACCS.	CallBack Request feature available in ACCS.	Not Available.	Professional services required to program.
Multichannel	Enabled.	Enabled.	Not Enabled; however, Available.	Professional services required to program.
Supervisor Capacity	ACCS supports up to 50 active/logged in agents and up to 80 configured.	ACCS supports up to 50 active/logged in agents and up to 80 configured.	Flexible.	



# Call Center / Contact Center Matrix

Highlighted Feature	Avaya IP Office Server Edition	Avaya IP Office Server Edition Select	Avaya Aura	Comments
Skills Based Routing	Supported in ACCS.	Supported in ACCS.	Supported in Elite.	
Call Center Redundancy	Enabled.	Enabled.	Not Enabled.	
All Phone System features apply across Call Center/Contact Center.	Limitations Apply. Refer to Avaya Contact Center Select Solution Description.	Limitations Apply. Refer to Avaya Contact Center Select Solution Description.	Call Center Elite lives inside Phone System.	IP Office and ACCS are separate feature servers; thus, all features don't apply across the board.





# Call Center / Contact Center Matrix

Highlighted Feature	Avaya IP Office Server Edition	Avaya IP Office Server Edition Select	Avaya Aura	Comments
Queue Stats	PC shows number of calls in queue.	PC shows number of calls in queue.	Phone or PC shows number of calls in queue.	



# Phone System Features Matrix

Highlighted Feature	Avaya IP Office Server Edition	Avaya IP Office Server Edition Select	Avaya Aura	Comments
Intercom Group Paging	256 for IP Phones; however, 64 per traditional phone per gateway.	256 for IP Phones; however, 64 per traditional phone per gateway.	No Change.	
Camp On	Not Available	Not Available	Available	IP Office use Call Park or Personal Call Queue to replace.
911 Analog CAMA Trunk	Not Supported.	Not Supported.	Supported.	Clients requiring e911 have many options these days.

# Phone System Features Matrix

Highlighted Feature	Avaya IP Office Server Edition	Avaya IP Office Server Edition Select	Avaya Aura	Comments
Bridged Line Appearance	Limited. No more than 10 bridged appearances to the same call appearance. No more than 10 line appearances to the same line. No more than 10 call coverages of the same covered user.		No Change.	
Analog 808A Emergency Transfer Panel	Not Supported; however, Analog Pots 16 supports up to 2 power failure ports.	Not Supported; however, Analog Pots 16 supports up to 2 power failure ports.	No Change.	If complete power failure, handful of POTS trunks to work for Analog device use only.



# Phone System Features Matrix

Highlighted Feature	Avaya IP Office Server Edition	Avaya IP Office Server Edition Select	Avaya Aura	Comments
Avaya Equinox	Client version support.	Client version support.	Web and Client version support.	Real time collaboration solution. IP Office supports Avaya Communicator for Web for WebRTC needs.
Music On Hold	Multiple Internal (.WAV) and External Sources Allowed.	Multiple Internal (.WAV) and External Sources Allowed.	Multiple External Sources Allowed.	G450 & IP500 Gateway more flexible with newer technology.



# Side Console and Busy Lamp Field Support Matrix

Highlighted Feature	Avaya IP Office Server Edition	Avaya IP Office Server Edition Select	Avaya Aura	Comments
Reception Console	<p>*9608 IP Phone (<b>shown below</b>) + 3x 24 Button Side Consoles .</p> <p>9508 Digital + 3x 12 Button Side Consoles</p> <p>*IP recommended over digital for increased resiliency, increased capacities, as well as end users don't have to scroll through.</p>		302 Attendant Display Console (shown below) + Selector Console. Very flexible with 100+ BLF.	IP Office <b>limited</b> as system wide up to quantity 42x 12 for digital. However, 384x 24 button side consoles - up to 3 max per 9608 – PC console recommended for more. 100 BLF per



# Questions??

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