Avaya IP Office Contact Center : Frequently Asked Questions

1. **What is Avaya announcing?**

   Avaya is announcing Avaya IP Office Contact Center, multichannel contact center software purpose-built for midsize businesses with 5 – 100 agents. It's a unique combination of the robust features customers need, with the simplicity and value they've come to expect from IP Office.

2. **When will Avaya IP Office Contact Center begin shipping?**

   General availability in the US, Canada, the UK, Australia, New Zealand and India is currently planned for February 28, 2014.

3. **What languages will IP Office Contact Center support?**

   IP Office Contact Center Release 9.0 will only be available in English and be initially available in six countries: the US, Canada, the UK, Australia, New Zealand and India. Support for additional languages, including French, German, Italian, LATAM Spanish, and Brazilian Portuguese is on the roadmap, with release planned for later this year.

4. **Will Avaya IP Office Contact Center work with any IP Office Release?**

   No. IP Office Contact Center requires IP Office Release 9.0.2, which will also be generally available on February 28, 2014. Customers must upgrade the base IP Office software before deploying IP Office Contact Center.

5. **Why yet another Avaya contact center platform?**

   Avaya has great experience in supporting customer interactions in enterprise contact centers of all sizes. We've learned that different size contact centers tend to have different requirements. Until now, Avaya did not offer a complete contact center solution for IP Office customers. While DevConnect solutions were available, both customers and partners have asked for a pure Avaya solution for the lower end of the midsize business market. Avaya IP Office Contact Center meets that requirement as a purpose-built multichannel solution that scales from 5 to 100 agents.

6. **Is there a clear migration path between Avaya contact center solutions?**

   There is no technical migration path between solutions. Avaya is actively working with its partners to educate them on all relevant contact center solutions and help ensure that the best solution applicable to a customer's needs, priorities, and growth expectations is proposed.

7. **What about DevConnect partners offering contact center solutions for small and midsize businesses?**

DevConnect partner contact center solutions will still be an option for Avaya partners and customers. We expect most partners and customers to find the integrated, single-vendor solution offered by IP Office and IP Office Contact Center to be more attractive, based on simpler deployment, lower integration risk, and superior value.

8. **Why did Avaya decide to supply IP Office Contact Center as a software-only product?**

Partners have asked Avaya to provide software-only solutions to allow greater flexibility in sourcing servers and other hardware directly. Partners should be careful to meet or exceed technical specifications, as recommended by Avaya, and to source quality equipment from reputable suppliers.

Making the software available as ISO or OVA code also enables deployment in a virtualized environment, should the customer so choose.

As noted above, Avaya does not accept responsibility for supporting partner nor customer-supplied servers and other hardware.

9. **What support will IP Office Support Service (IPOSS) provide for IP Office Contact Center?**

IPOSS is required for IP Office Contact Center. Pricing is on a per agent / per supervisor basis. In addition, the IP Office system itself and any Avaya-supplied hardware must be covered.

There will be two IP Office Support Service options available for IP Office Contact Center:

‣ Co-Delivery   8 x 5, tier 3 calls handled by the partner
‣ Wholesale   24 x 7, tier 3 calls handled by Avaya, with remote telephone support

Both include software maintenance updates as part of the standard package.

10. **How is IP Office Contact Center priced?**

The global list price for IP Office Contact Center base system software is US$2,255. Agent and supervisor seats are licensed on a per agent / per supervisor basis as follows:

‣ Voice agent – US$670
‣ Multichannel agent (add to voice agent license) – US$402
‣ Supervisor – US$1,205

Note that each voice agent license includes a call recording port.

11. Why didn't you announce IP Office Contact Center in October 2013 with IP Office 9.0?

Avaya typically does not announce products any earlier than 60 days prior to GA. While we may have liked to announce IP Office Contact Center last October, we just weren't far enough along in the development cycle.