

Avaya Cloud Office for Microsoft Teams

Via Native Extension and Bot

Bring the robust, enterprise-grade communications and collaboration of Avaya Cloud Office to Teams, on the web or on your desktop

Extend the value of Microsoft Teams with the Avaya Cloud Office for Microsoft Teams integration. This easy-to-implement solution gives you the full power of Avaya Cloud Office, while allowing you to make use of Microsoft Teams, from either a Chrome extension or natively with the Teams client.

Avaya Cloud Office for Microsoft Teams places an easily recognizable icon into the Microsoft Teams user interface and provides one click access to communications from within a chat stream. Simply click the icon and choose Phone, Video, or Schedule.

- If the user chooses Phone, an outbound call will be made to the contact and the Avaya Cloud Office Desktop Phone App will pop up allowing full access to the usual in-call features;
- If the user chooses Video, an outbound video call will be made to the contact and the Avaya Cloud Office video

interface will pop up allowing full access to the usual video features;

- If the user chooses Schedule, the video scheduling window will pop up and allow normal access to the scheduling features, including the ability to send the meeting to the invitees.
- Note that the Video and Schedule features also work from within a Teams conversation and will invoke a video meeting or schedule a meeting with all the participants within a Team.

For ease of use Avaya Cloud Office for Microsoft Teams also includes a Bot capability. For example:

- Typing “RingCentral call” will send the user(s) in the chat or team space an invitation to an audio conference call and automatically opens the users conference bridge
- Similarly, “RingCentral meet” will send the user(s) in the chat or team space an invitation to a video meeting and automatically opens the users meeting room

System Requirements:

- Supports Teams desktop and web app
- Available to Avaya Cloud Office - standard edition and above
- Active Microsoft Office 365 account is required
- Windows 7 and above
- Mac OS X 10.10 and above
- Avaya Cloud Office for Microsoft Teams supports Avaya Cloud Office Video



And with Avaya Cloud Office for Microsoft Teams your organization continues to enjoy the following benefits:

- All users, including those without access to Microsoft Teams, continue to receive access to Avaya Cloud Office's comprehensive call routing and messaging features
- You continue to enjoy the 5 9s reliability and embedded security features of the Avaya Cloud Office platform, including access to Avaya Cloud Office, should Teams fail
- Your business will receive the benefits of Avaya Cloud Office's integrated network access including the ability to extend the same all-in-one experience to remote users or branch offices in over 40 countries
- Avaya Cloud Office's analytics, with over 30 Key Performance Indicators (KPIs), provide ready access to metrics such as utilization, missed calls, time to answer, refused calls, meeting frequency, and system Quality of Service (QoS)
- Access to nearly 180+ integrations for applications from vendors other than Microsoft. For example, integrations with Google, Salesforce, Oracle, and many others.

With the Avaya Cloud Office for Microsoft Teams integration your business will enjoy the powerful and highly resilient features of the Avaya Cloud Office platform while also allowing users to take advantage of the Microsoft Teams app. This free and easy-to-use integration will keep your entire organization engaged and productive with whatever interface works best for them.



About Avaya

Businesses are built by the experiences they provide, and every day millions of those experiences are delivered by Avaya Holdings Corp. (NYSE: AVYA). Avaya is shaping what's next for the future of work, with innovation and partnerships that deliver game-changing business benefits. Our cloud communications solutions and multi-cloud application ecosystem power personalized, intelligent, and effortless customer and employee experiences to help achieve strategic ambitions and desired outcomes. Together, we are committed to help grow your business by delivering Experiences that Matter. Learn more at www.avaya.com.