



Avaya Cloud Office by RingCentral

Avaya Cloud Office by RingCentral was developed by Avaya, the longtime leader in business communications solutions, together with RingCentral, the top provider of cloud-based solutions for unifying communications.

Because Avaya Cloud Office is a cloud-based solution, there is no PBX or other central server that you need to install. It works with a wide range of communications devices—office phones, conference phones, as well as mobile phones.

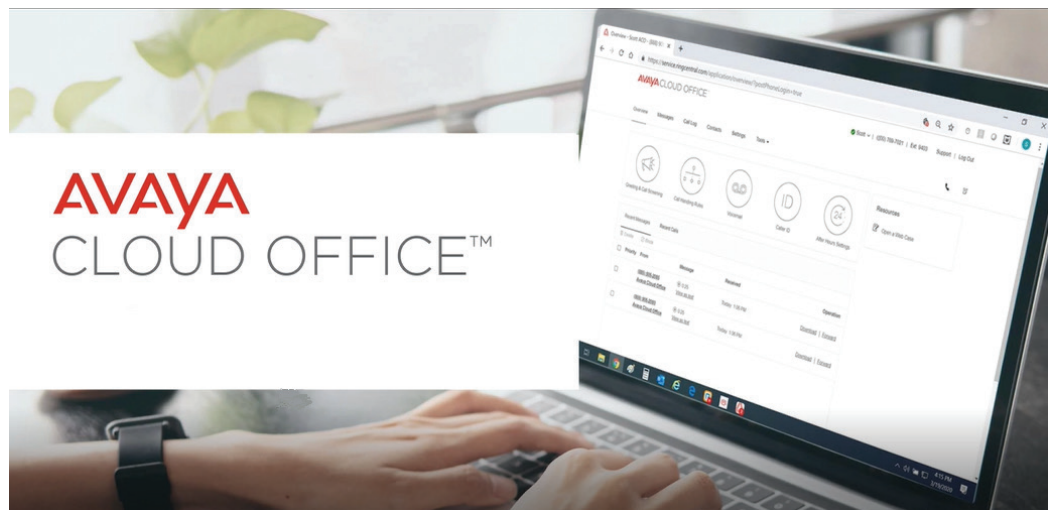
As your needs change—you add employees or need different communications capabilities—you can easily update your cloud account.

And because it is hosted in the cloud, there is one flat, predictable monthly cost.

Rely on JCT Solutions to help you set up an Avaya Cloud Office subscription that will meet your needs.

A complete, cloud-based solution for communications and collaboration

With more people working from home than ever before, being able to communicate and collaborate anytime, anywhere from any location is rapidly becoming the norm.



Avaya Cloud Office by RingCentral enables your employees to handle phone calls, video calls, take part in meetings, share documents, screens and much more. They can do all of this using a desk phone, their computer or laptop, or on their mobile phones or tablets.

Meeting the Needs of Your Employees

Using a single interface that works the same across all your devices, your employees can

- Make a call, mute, hold, transfer, record a call
- Easily join a video meeting, dial in to an audio conference or set up a private conference call
- Get business texts on their business number, not their personal number

- Easily move a call from a deskphone to a mobile phone without missing a beat
- Collaborate with screen sharing and video
- Keep teams on-task with file sharing, task management and virtual team rooms

Supporting your Business

For your business as a whole, Avaya Cloud Office delivers features that were once only available on much more expensive solutions. For example:

- An auto attendant to handle calls 24/7—no more losing business because it's after hours
- Provide callers with the option to route themselves to the right department. Or use an employee directory
- Play music or messages on hold

- Set up call recording to confirm the details of that latest order
- Listen in on sales calls and have supervisors provide advice using the whisper feature
- Customize your call routing just the way you want. Calls to the sales department might ring each sales rep one by one. Service calls might ring all phones simultaneously.

Integrations with Top Business Applications

Avaya Cloud Office also directly connects to other applications your employees use every day. For example, if your employees use Google’s G Suite or Microsoft 365, now they can make and receive calls, text and fax, or hold web meetings and conference calls all from within those applications—no need to switch back and forth. Avaya Cloud Office comes with over 200 pre-built integrations

Learn More

JCT works directly with you to design the solution you need and get it up and running.

To learn more, email sales@jctnj.com or call 800.437.9828.

Features Available with Avaya Cloud Office by RingCentral

Business Phone Features

- Auto-Receptionist
- Multi-level IVR
- Dial-by-name directory
- Employee and department extensions
- Cost center management
- Music and messages on hold
- Call monitoring
- Audit Trail
- Voicemail with email notification
- Voicemail-to-text

Messaging and Texting

Fax Management

Calling Features

- Call queues
- Call forwarding
- Caller ID

- Extension dialing
- Call screening
- Call recording
- Shared lines
- Call park
- Intercom
- Paging
- Call transfer
- Call blocking
- Return calls with *69
- Presence across multiple devices

Audio Conferencing

Video Conferencing and Online Meetings

- Web share
- Meeting host controls (mute/unmute, record, annotation, etc.)

Desktop app

Mobile app

Phone Service

- Directory listings
- Toll-free, local, or vanity numbers
- International numbers (local or toll free)
- RingMe® click-to-call-me
- RingOut® click-to-call-out

Integrations

- Google (Chrome/Gmail/ Hangouts)
- Salesforce
- Oracle Sales Cloud
- Zendesk
- Desk.com
- Box, Dropbox™, Google Drive™
- Microsoft Windows applications
- Outlook contacts



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