AVAYA

The Power of We™

Communication Manager is a comprehensive software foundation for real time voice and video communications.

More than 700 services for unified communications, including mobility, contact center, messaging, auto attendant, advanced conference calling and E911.

Avaya Aura® Communication Manager

The Foundation of your Business Collaboration Solution.

Overview

Avaya Aura® Communication Manager is a key component of Avaya Aura, Avaya's architecture for next generation, people-centric collaboration. It delivers rich voice and video capabilities and provides for a resilient, distributed network of media gateways and analog, digital and IP-based communication devices. In addition, Communication Manager boasts robust PBX features, high reliability and scalability, and multi-protocol support.

Avaya Aura Communication Manager enables the virtual enterprise with:

- Robust voice and video call processing capabilities.

- Advanced workforce productivity and mobility features.

- Built-in conferencing and contact center applications.

- Centralized voicemail and attendant operations across multiple locations.

- Connectivity to a wide range of analog, digital, and IP-based communication devices.

- Support for SIP, H.323 and many industry-standard communications protocols over a variety of different networks.

- More than 700 powerful features in all.

- High availability, reliability and survivability.

Key Customer Benefits

Helping ensure business continuity

- **Transparent server failover:** If the primary server fails, the backup automatically takes over.

- **Redundant interfaces:** Minimizes the impact of local network failures.

- **Geographically separated redundant servers:** Provides redundancy across the IP telephony solution.

- **Branch office survivability:** Keeps branch offices and remote locations connected to the main data center.

- **Voice quality monitoring and management:** Checks for network conditions that adversely affect voice quality and automatically applies corrective action.

Avaya Aura Communication Manager Deployment Options:

- **Centrally located Feature Server:** you can connect all your offices and SIP end-points to Session Manager via SIP to a centrally located instance of Communication Manager. This will allow you to deliver core features consistently across the enterprise; with no local PBX restrictions. In addition to that you will be able to deploy full application sequencing capabilities.

- **Evolution Server:** you will be able to provide features and benefits to a mix environment of both SIP and NON-SIP, such as H.323, Analog or Digital end points and support implicit application sequencing capabilities.

These options can be used singly or can appear together on multiple Communication Manager servers in the enterprise to provide cost savings on Communication Manager server deployment and a rich set of customer sequenced applications .

Promoting enterprise security

- **Secure by design:** Avaya Aura Communication Manager telephony servers are isolated from the rest of the enterprise network to safeguard them from viruses, worms, DoS and other attacks.

- **Secure by default:** Avaya Aura Communication Manager uses the minimum number of services and access ports to reduce susceptibility to malicious attacks.

- **Secure communications:** Avaya Aura Communication Manager uses media encryption between servers, gateways and endpoints to secure the voice stream and signaling channels.

Enhancing workforce productivity

- **Handles incoming calls effectively:** Multiple options for call routing, queuing and priority handling.

- **Increases efficiency:** Easy-to-use features save workers hours in setting up, dialing and routing calls.

- **Improves collaboration:** Workers enjoy increased collaboration with easy-to-operate conferencing and paging features.

Open Standards

- **Support for open standards:** Facilitates embedding communications into business processes, adding value to the enterprise.

- **SIP support:** SIP improves the connectivity and openness of Avaya Aura Communication Manager and associated end-user devices, resulting in reduced costs, faster deployment of new functions and enhanced options for linking communications with business processes. SIP based presence lets users inform others of their status, availability and how they may be contacted.

- **End-to-end standards-based application integration:** Linux-based Avaya Aura Communication Manager software provides integration of old (TSAPI, JTAPI, CSTA) and new (Web services and service-oriented architecture) standards.

Simplified Network Management

- **Avaya Aura® System Manager:** Provides centralized administration of multiple instances of Communication Manager. It takes a solution level approach to network administration that allows IT departments to incorporate new components and applications under a common management umbrella over time, managing the elements of Avaya Aura together as a system.

Feature Summary

- **Telephony Features:** Comprehensive end user telephony features (i.e. auto attendant, call transfer, call forward, etc.) facilitate effective communications among employees, customers and partners.

- **Mobility Features:** Extensive in-building or in/out building wireless choices and hot desking features like Extension to Cellular (EC500), Personal Station Access (PSA) and Automatic Customer Telephone Rearrangement (ACTR)

extend Avaya Aura Communication Manager features to users no matter where they're working.

- **Collaboration:** Built-in features like Meet Me Conferencing (up to six parties) or the optional Expanded Meet Me Conferencing (up to 300) make it easy to collaborate with groups of peers, customers and partners.

- **Integrated Messaging:** Built-in messaging features and full capability for messaging integration with voice, fax and e-mail.

- **Call Center Integration:** Call center applications like Avaya Call Management System for real-time reporting and performance statistics, and Avaya Business Advocate for expert predictive routing based on incoming calls rather than historical data, are easily integrated.

- **Telecommuting:** Telecommuter capabilities route calls appropriately and give employees access to the full Avaya Aura Communication Manager feature set whether working at home, in the office or on the road.

- **Application Integration:** Lets IT application developers leverage Avaya Aura Communication Manager functionality via standard Web Services interfaces, enabling integration of business and communication applications with real-time telephony.

- **SIP Support:** Integrated SIP proxy/registrar server with SIP trunking support and duplicated server features to enable SIP interoperability and capabilities on Avaya Aura Communication Manager.

- **Quality of Service:** QoS features like Inter-Gateway Alternate Routing (IGAR) and Call Admission Control provide a no compromise approach to reliability and functionality on converged IP networks to assure Avaya Aura Communication Manager end users receive the same feature delivery over IP as when using circuit switched technologies.

- **Reliability & Survivability:** Supports a wide variety of servers, gateways and survivability features enabling 99.999% availability or better at highly competitive prices. The software is capable of mirroring processor functions, providing alternate gatekeepers, supporting multiple network interfaces and ensuring survivability at remote and central locations.

- **Intelligent Networking and Call Routing:** Lets organizations create a virtual fabric of many switches that can pass information and calls, opening new revenue opportunities and higher levels of customer service. Call routing features are also designed to reduce networking costs through effective use of IP Trunking over WAN or LAN links.

- **Security and Privacy:** Security features for detecting probable breaches, taking measures to protect the system, notification and tracking activities. Also provides real-time media encryption for environments where enhanced voice privacy over a LAN/WAN is required.

- **Safety and Disaster Recovery:** Tools to help organizations manage and respond to unforeseen emergency situations.

- **Integrated Management:** Powerful built-in tools for administrators and network managers to maintain communication solutions and drive down total cost of ownership, including applications for network management, configuration management, and fault and performance monitoring.

Technical Specifications

Operating System and Supported Servers

- Avaya supplied servers: HP® ProLiant DL360 G7 and Dell® PowerEdge R610, Avaya S8800, S8510, S8300D

- Avaya hardened Operating System: Red Hat Enterprise Linux

Capacity*

- Total number of Stations: 36,000

- SIP Endpoints: 36,000

- SIP Trunks: 24,000

Learn More

To learn more about Avaya Aura Communication Manager talk to your Avaya Account Manager or Authorized Partner. Also, visit us at **www.avaya.com**.

* Capacities are configuration dependent. Please contact your Avaya representative for complete details.

About Avaya

Avaya is a global provider of business collaboration and communications solutions, providing unified communications, contact centers, data solutions and related services to companies of all sizes around the world. For more information please visit **www.avaya.com**.