
Service Description

Avaya Cloud Office™ by RingCentral®

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Change Control Record

CHANGE CONTROL RECORD		
Avaya Source Prime		Vandana Brar
Date (mm/dd/yy)	Issue/Version #	Summary of Changes
03/31/20	1.0	Initial release.
04/09/20	1.1	Updated video conferencing material.
06/17//20	2.0	Updated for Avaya Cloud Office 2.0 content, additional device support, geographic expansion
09/14/20	3.0	Updated for Avaya Cloud Office 3.0 content.
10/20/20	3.1	Update to Services SLO, updated roadmap
11/20/20	4.0	Updated for Avaya Cloud Office 4.0 content.
11/27/20	4.1	Addition of Citrix VDI support to What's In, Added Avaya Support phone number for Spain, removal of Roadmap
12/09/20	4.2	Removal of feature matrix for US/Canada.
02/19/21	5.0	Updated for Avaya Cloud Office R5.0 content, addition of Avaya IP DECT Support for Germany, IP Office integration, Multi Account Administration
05/10/21	5.1	Remove Hide Meeting ID Feature from R5 What's In (delayed), Add virtual backgrounds, Vantage support, Data residency updates, and Portugal Support phone number
06/23/21	6.0	Updates for Q2 2021 release
10/23/21	7.0	Updates for Q3 2021 release
12/15/2021	8.0	Updates for Q4 2021 release
2022-03-31	22.1	Updates for Q1 2022 release
2022-06-30	22.2	Updates for Q2 2022 release
2022-09-30	22.3	Updates for Q3 2022 release

2022-12-23	22.4	Updates for Q4 2022 release
2023-03-31	23.1	Updated for Q1 2023 release
2023-06-30	23.2	Updated for Q2 2023 release
2023-09-30	23.3	Updated for Q3 2023 release
2023-12-15	23.4	Updated for Q4 2023 release
2024-03-31	24.1	Updated for Q1 2024 release
2024-06-30	24.2	Updated for Q2 2024 release
2024-09-30	24.3	Updated for Q3 2024 release
2024-11-27	24.4	Updated for Q4 2024 release
2025-04-04	24.4	Updated CSM and Support section & Basic Plus Implementation Service details
2025-03-31	25.1	Updated for Q1 2025 release
2025-06-30	25.2	Updated for Q2 2025 release, including terms and conditions required for AI Assistant
2025-07-25	25.3	Updated for Q3 2025 release, including terms and conditions required for AI Assistant Replacement of the basic installation offer with the self-service package
2025-09-27	25.3	Updated for CSM engagement and process
2025-12-22	25.4	Updated for Q4 2025 release
2026-03-31	26.1	Updated for Q1 2026 release
2026-05-19	26.2	Updated for Q2 2026 release Removed ACO Hybrid (beta) content as offer in process of End of Life (EoL)

1.0. Introduction

This Service Description provides an overview of the Avaya Cloud Office by RingCentral service as well as key elements of the Avaya Cloud Office service delivery. This Services Description is intended for informational purposes only and is not a warranty as to the operation or expected performance. The service may be modified or altered in accordance with the agreement. This document provides the description for the offer when delivered in the agency model.

Avaya Cloud Office places the Customer in control of their communications and delivers a unified communications experience that's intuitive to use and accessible from a phone, a browser, or any mobile device. This is described further in Section 2 of this Service Description (the "Service"). The Service is delivered, installed, and serviced by RingCentral Inc. ("RingCentral"), Avaya Inc., or the applicable Avaya affiliate ("Avaya"), as an authorized agent of RingCentral will market the Avaya Cloud Office service directly and with a network of master agents and subagents. In addition, any interconnected services / electronic communications services that are part of Avaya Cloud Office (i.e., E.164 PSTN / mobile connectivity), and non-interconnected services that are part of Avaya Cloud Office (i.e., non-interconnected voice and messaging) will be provided by RingCentral and not by Avaya.

Each user subscription includes Avaya remote technical support and software updates/upgrades.

The Service is currently available in the following countries - United States (US), Canada, United Kingdom (UK), Australia, Netherlands, France, Ireland, Austria, Belgium, Germany, Italy, Spain, Portugal, Singapore and Switzerland. Note the service can be extended from these countries to other regions via the Global Office feature.

This Service Description may be updated from time to time. The most current Service Description will be available at the [Sales and Partner Portal](#) or a successor link as designated by Avaya. Customers should refer to the Service Attachment and online information portals. While reasonable efforts have been made to ensure that the information in this Service Description is complete and accurate, Avaya assumes no liability for any errors. Further, roadmap information contained herein is provided for information purposes only and is not a commitment or an obligation to deliver any product, product feature or software functionality. Avaya reserves the right to make changes to the content and timing of any product, product feature or software release presented herein.

1.1. Glossary

Customer – An end user who has purchased the Avaya Cloud Office Service from Avaya

Distributor – refers to an Avaya authorized Distributor

Partner – refers to agents who have signed terms and conditions with Avaya or an Avaya affiliate or a Master Sales Agent to market the Service to Customers

Service – The Avaya Cloud Office solution

2.0. Avaya Cloud Office Overview

Avaya Cloud Office is based on the market leading RingCentral Office platform and is Avaya's exclusive Unified Communications as a Service (UCaaS) offer featuring:

- Streamlined communications through a rich set of capabilities
- An open platform that integrates with today's leading business applications
- Streamlined management across locations
- Simplified provisioning, activation, and management of global solutions
- Unparalleled ease of use
- Ultimate mobility and access

Avaya Cloud Office delivers a complete Unified Communications (UC) solution—phones, apps, messaging, conferencing, video, and your own team meeting space all in a single, flexible platform.

The user types in the Avaya Cloud Office offer cannot be mixed and matched on a given customer system. All users on an Avaya Cloud Office system must be the same user type.

The key capabilities enabled with each subscription are outlined in the Avaya Cloud Office Comparison Matrices for each region and can be found on the [Avaya Sales and Partner Portal](#).

2.1 “What’s In” Avaya Cloud Office Q2 2026 Release

Avaya Cloud Office – Application

- Recording/voicemail playback speed
 - o Option to select different speeds
- Dialpad enhancement - Simplified dialpad design by removing button borders for a cleaner, more modern look
- add read / unread to bulk edit flow
 - o SMS, Fax, Voicemail
 - o mark multiple messages as read/unread
- Display the "To:" number for queue calls
- Save selected time for scheduled faxes
- Allow to open fax with a different app by default
 - o Desktop only
- Download fax from preview with a meaningful name
- New conversation details - Tabbed View
 - o SMS
- Scroll to view older threads in Shared Inbox
- Multi-Language Support (Spoken / Transcript)
 - o Dedicated Settings Menu: A new menu in the app allows users to select both their primary spoken language and a target transcription language.
- Sync cover between SW and Client
 - o Fax Cover Preference Push: The system will push the cover page change to the SW every time a user sends a fax from the App, regardless of whether the fax send status is successful or fails.
 - o Fax Cover Preference Pull: Every time a user initializes the "New Fax" page, the app checks and pulls the most recent setting from the SW to ensure consistency.
- Remove “Note preview” during call
- Securely Share Meeting Materials (Coworkers + Guests)
 - o Video
 - o Easily share meeting recordings and transcripts with anyone. Send a secure link to internal teams or external guests, and stay in full control of who can view your content.
- Refreshed Pre-and Post-Meeting
 - o Redesigned the Video tab structure so users can quickly access upcoming, past, and recorded meetings. This update focuses on making it easier to find meetings before they begin and seamlessly share outcomes after they end.
- AI Notes
 - o AI automatically captures your meeting in real time and delivers a structured summary after it ends - complete with key discussion points and action items.

Call Handling

- Spam & Call Filtering Modernization (Phase 1)
 - o New account level policy settings to handle spam calls for the organization
 - o Enhanced user extension level settings to forward spam calls to voicemail

Admin

- Licenses & Inventory is now accessible to admins directly within the desktop application
- Reskin email template
 - o Updated header, footer, and background styles for all UNS system emails to align with the updated brand.
- Account-level setting solution
 - o A Consolidated Account-Level Settings Framework that separates "feature settings" from "role permissions," allowing admins to manage global toggles and default states from a single UI.

Integrations & Platform

- Google Chrome Extension 2.0
- Teams Embedded app: Redesign 'Open Plugin' webpage
 - o UX update to the "Open plugin" webpage based on customer feedback to highlight the appropriate 'launch' actions when user accidentally quits the plugin

Global Updates

- Poland Numbers move to on-demand - remove Self-Serve
- Australia - Block sending CLID of 13/1300/1800 numbers on outbound PSTN calls
- New BYOC Countries/Territories – French Polynesia

2.2 “What’s In” Avaya Cloud Office Q1 2026 Release

Avaya Cloud Office – Application

- New setting - Call disconnect tone
 - o Desktop only
 - o A new setting on the application to turn on “Call disconnect tone”, which is played when a call ends without taken action.
- New setting - Incoming call pop-up
 - o Desktop only
 - o disable the incoming call popup, so calls won't interrupt workflow
- Send New Voicemail from Global Header

- Desktop only
- Users can quickly access the ability to send new voicemail from Global Header
- Users need not navigate to the Phone Tab > Voicemail page to send a new voicemail
- Disable Voicemail Download and Sharing
 - The Voicemail Download and Sharing can be disabled for the ACO App so that there is no unauthorized abuse of information left in the Voicemail
- Add new call status “Ringing” to identify outgoing call
 - A new call status introduced for HUD users to distinguish outgoing calls from active calls. An outgoing call will no longer be marked as active call so that it’s better a HUD user can easily figure out when a call can be monitored.
- Recent Transfers List for Call Transfers
 - Desktop only
 - When transferring a call, user now able to select a contact from their recent transfer recipients list instead of recent call contacts, making it faster to find the right person.
- Live Translations for Transcripts and Closed Captions
 - In AI Assistant available countries
 - Customers can now view closed captions and live transcripts in their preferred language during meetings, powered by AI-driven live translation. A total of 19 translation options are available.
 - This eliminates guesswork for non-native speakers and ensures everyone can follow the conversation in real time, no matter where they join from.

Call Handling

- Call Log Number Search
 - Phone number searches are entered using a new filter
 - Search results show numbers that ‘starts-with’ the digits entered. Previously, search results showed numbers that ‘contained’ any of the digits entered.
 - Country is now a required field.
 - Name and extension searches remain the same
 - Optimizes phone number search for faster results.
- Separate Site Fax/SMS Recipient
 - Customers can route FAX & SMS sent to company or site phone numbers to different extensions
 - Prior to this enhancement, FAX and SMS sent to company or site phone numbers could only be routed to the same extension.

Admin

- Update User Group assignment UI to address issue on large accounts
 - The interface for adding a user to a user group updated to match similar flows in the Admin Portal, now including large list pagination and the ability to search for a group by name

- Manage user licenses in user profile
 - o Admins can now manage a user's license type and add-on licenses from the "Licenses" tab in the user profile
 - o Admins can now perform inline license purchases while assigning user licenses
 - o The original "Edit licenses" window is retired and replaced by this new UI

Billing Portal

- Enable Billing User Portal (BUP) Purchase on Avaya Cloud Office

Global Updates

- New BYOC Countries/Territories – Venezuela
- Block sending CLID of 13/1300/1800 numbers on outbound PSTN calls (Australia)
 - o Block sending CLID on outbound PSTN calls for the following number ranges in Australia
 - o 13, 1300, 1800

2.3 “What’s In” Avaya Cloud Office Q4 2025 Release

AI Assistant

- Extended availability in CA, UK, AU
- The AI Assistant feature is governed by the associated terms and conditions as below
- Customer's use of RingCentral AI Assistant capabilities is subject to the RingCentral AI Assistant Terms available at <https://www.ringcentral.com/legal/add-on-services.html>. Avaya will have no responsibility or liability for any cost, damages, liabilities or fines resulting from: (i) Customer's use of inaccurate AI outputs; (ii) Customer's misuse of AI outputs; and (iii) Customer's use of AI in violation of applicable laws or regulations. Additionally, Avaya will have no responsibility or liability for any cost, damages, liabilities or fines resulting from Customer's: (i) failure to secure Required Consent as described under the RingCentral AI Assistant Terms; (ii) Customer's failure to honor any valid End User request to disenroll from the RingCentral AI Assistant Services; or (iii) Customer's use of the service in violation of applicable laws or regulations. Customer agrees to indemnify, defend and hold harmless Avaya and its Affiliates against all damages, costs and attorneys' fees finally awarded against Avaya by a court of competent jurisdiction in connection with such third-party claims or agreed in a written settlement agreement approved in writing by Avaya.

Avaya Cloud Office – Application

- Voicemail Enhancements - Record and send, reply to, and forward voicemail messages

Avaya Cloud Office – Core Admin

- Licenses & Inventory: purchasing via the new Customer Billing Portal - When administrators go to Licenses & Inventory and click the Purchase button, they will be redirected to the Customer Billing Portal.

Avaya Cloud Office – Call Handling

- Simultaneous Ring Overflow Call Queues
 - o Overflow call queues are now supported with Simultaneous call distribution.
 - o The Overflow call queue feature allows available agents from other queues to answer calls from other, busier call queues
 - o Prior to this enhancement, Overflow call queues could only be used with Longest Idle and Fixed Order call distribution methods.
 - o Enabled automatically for Premium, Advanced, Ultimate, and Ultra packages
 - o No pricing impact

Security Updates

- Email alerts and audit logs for new device logins
 - o Upon successful login from a new device, the user is alerted via email with details such as geolocation, IP address, and application used. Additionally, an audit log is generated in a downloadable .csv file.
 - o Both logging and email notifications will help ACO Fraud/SecOps and customers be vigilant about suspicious logins, take corrective actions quickly, and reduce time spent on correlations/investigations.

Platform Integrations

- Voicemail Enhancements for MS Teams Embedded App - Using Embedded app, users can record and send, reply to, and forward voicemail messages (with or without an introduction)
- Update to latest version of Teams SDK - Update to the latest version of SDK to prevent sudden crashing of Embedded app

Global Updates

- New BYOC Countries/Territories - Malta, Cyprus, Latvia

2.4 “What’s In” Avaya Cloud Office Q3 2025 Release

AI Assistant

- As available in Q2 2025
- In addition, this feature is expected to be available in CA, UK, EU & AU late or post Q3

- The AI Assistant feature is governed by the associated terms and conditions as below
- Customer's use of RingCentral AI Assistant capabilities is subject to the RingCentral AI Assistant Terms available at <https://www.ringcentral.com/legal/add-on-services.html>. Avaya will have no responsibility or liability for any cost, damages, liabilities or fines resulting from: (i) Customer's use of inaccurate AI outputs; (ii) Customer's misuse of AI outputs; and (iii) Customer's use of AI in violation of applicable laws or regulations. Additionally, Avaya will have no responsibility or liability for any cost, damages, liabilities or fines resulting from Customer's: (i) failure to secure Required Consent as described under the RingCentral AI Assistant Terms; (ii) Customer's failure to honor any valid End User request to disenroll from the RingCentral AI Assistant Services; or (iii) Customer's use of the service in violation of applicable laws or regulations. Customer agrees to indemnify, defend and hold harmless Avaya and its Affiliates against all damages, costs and attorneys' fees finally awarded against Avaya by a court of competent jurisdiction in connection with such third-party claims or agreed in a written settlement agreement approved in writing by Avaya.

Avaya Cloud Office – Application

- Deskphone Pairing support for Server-based Conferencing on Hard Phones
 - o Support server-based conferencing for hard phones (closed beta) when desktop app is in Deskphone Pairing mode
 - o Support 3+ adhoc conferencing when in DPP mode
 - o Support conference staying active after host leaves
- Call window improvement - Answering an incoming call no longer forces a tab switch— user to stay on the tab they were on.
- Deskphone pairing: support answer and dial from the paired hardphone - answer and dial calls directly from the paired deskphone while staying connected through deskphone pairing.

Avaya Cloud Office – Admin

- Logout permission in roles
 - o The visibility of the 'Sign Out' button in the app is controlled by the user's logout permission, which can be excluded from custom roles (only for customers who requested this feature).
- Message-only numbers as user's Caller ID - Users can now select message-only numbers as their Caller ID or Fax ID
- Consolidated list of user's numbers in user profile
 - o Admin Portal -> User Details -> "Numbers" tab will now display Digital Line numbers, providing a consolidated view of all numbers assigned to a user
- Assigned licenses in user profile
 - o A new "Licenses" tab has been added to the user profile in the admin portal. It displays a list of all licenses assigned to the user (view-only list)

- Leave conference as a host: admin control - Give customers admin the ability to control whether users are allowed to use leave conference as a host feature in Desktop App.
- Allow users to generate a new activation email after expiry
 - o Customer admins will have the ability to allow users to generate a new activation email when the activation email expires.
- SCP - Add Provider ID to Bulk Add Phone Numbers Tool
 - o support defining the Provider ID when adding phone numbers to an account via the Bulk Add Phone Number tool
- Rename Purchase Calling Credits to Additional Usage Credits
 - o Rename Purchase Calling Credits in SW & SCP to Additional Usage Credits
 - o Rename Calling Credits Bundle in invoice and credit card charge statement to Additional Usage Credits Bundle

Call Handling

- Simultaneous Ring Overflow Call Queues
 - o Overflow call queues are now supported with Simultaneous call distribution.
 - o The Overflow call queue feature allows available agents from other queues to answer calls from other, busier call queues.
- Voicemail Enhancements - Distribution Lists (Personal), Dial-by-Name, Private Message, ASR
 - o Voicemail enhancements to allow users to create personal distribution lists, mark messages as private, and address voicemails using dial-by-name via keypad or hands-free voice commands (ASR)
- DPP (Deskphone Pairing) Bulk Enablement in SW
 - o Admins can turn on DPP (Deskphone Pairing) for multiple users at once in SW

Hardware

- AudioCodes M500 as Provisioned Persist Gateway
 - o Support for AudioCodes M500, with no PSTN connectivity (customer only wants local survivability), for use as a Persist gateway

Global Updates

- Support German Data Retention Regulations for German Global Office Users
 - o Global Office users with Assigned Country Germany will have their call logs obfuscated after 7 days
- New BYOC Countries/Territories - Kazakhstan, Isle Of Man, Jersey, Guernsey

Platform Integrations

- Teams Embedded app and presence sync - Email notification preferences
- Teams Embedded App and Presence sync - Multiple MS tenants mapped to single RC tenant
- Support keyboard shortcuts in Teams Embedded App

2.5 “What’s In” Avaya Cloud Office Q2 2025 Release

AI Assistant

- US only
- Enablement of AI Assistant features on Avaya Cloud Office for US-based accounts
 - o Phone - Closed Captioning, Live Transcription, AI Call Notes
 - o SMS - AI writer for SMS
 - o Team Chat - AI writer for messaging, AI message summary
- Post June, 2025 availability
- The AI Assistant feature is governed by the associated terms and conditions as below
- Customer’s use of RingCentral AI Assistant capabilities is subject to the RingCentral AI Assistant Terms available at <https://www.ringcentral.com/legal/add-on-services.html>. Avaya will have no responsibility or liability for any cost, damages, liabilities or fines resulting from: (i) Customer's use of inaccurate AI outputs; (ii) Customer's misuse of AI outputs; and (iii) Customer's use of AI in violation of applicable laws or regulations. Additionally, Avaya will have no responsibility or liability for any cost, damages, liabilities or fines resulting from Customer’s: (i) failure to secure Required Consent as described under the RingCentral AI Assistant Terms; (ii) Customer’s failure to honor any valid End User request to disenroll from the RingCentral AI Assistant Services; or (iii) Customer’s use of the service in violation of applicable laws or regulations. Customer agrees to indemnify, defend and hold harmless Avaya and its Affiliates against all damages, costs and attorneys’ fees finally awarded against Avaya by a court of competent jurisdiction in connection with such third-party claims or agreed in a written settlement agreement approved in writing by Avaya.

AI Assistant Feature Matrix

		New Tiers			Old Tiers		
		Core	Advanced	Ultra	Essentials	Standard	Premium
Phone	AI Live Transcription	✓	✓	✓		✓	✓
	AI Closed Caption	✓	✓	✓		✓	✓
	AI Notes		✓	✓		✓	✓
SMS	AI Writer / Translator for SMS			✓			✓
Messaging	AI Writer / Translator for Messaging			✓			✓
	AI Message Summary		✓	✓		✓	✓
Video	AI Live Transcription	✓	✓	✓	✓	✓	✓
	AI Closed Caption	✓	✓	✓	✓	✓	✓
	AI Meeting Insights	✓	✓	✓	✓	✓	✓

Avaya Cloud Office – Application

- Increase the visibility of call block (Desktop + Android) - lock an incoming call from an unknown caller by clicking the “Block” button during call ringing
- Voicemail screening on desktop app – user can listen as a caller leaves a message and decide if they want to pick up the call
- Support PDF in MMS
- Support Various Multimedia content types in MMS
 - o Customers can now attach and send various multimedia via MMS
 - o Multimedia Files: .webp, .3gp, .mov, .qt, .webm, .wmv, .flv, .ogg, .oga, .ogx, .csv, .ics, .mp3, .wav, .avi, .txt
- Enhanced Fax Delivery Failure
 - o enhanced user experience to improve the failure messages in both the mobile and desktop apps, providing users with clearer and more informative feedback regarding the reasons for fax delivery failures

Avaya Cloud Office - Admin

- New Licenses & Inventory: decommission the old UI pages
- Support for Department and other missing settings to User Settings Templates
 - o Admins get ability to edit users’ department via User Settings Templates.

- Admins get ability to publish users' Contact/Mobile phone via User Settings Templates.
- Sites for Paging groups - each paging group must be assigned to a site on multi-site accounts
- Add Forwarded Company Number to the Restricted CLI list per user - allows admins to restrict forwarded company number to be caller id for users
- Number Storage – Enable for certain countries
 - allows customers (in certain countries only) to store unused ported numbers for free
 - this is for customers in the EU and other countries outside of the US
 - Country list: Australia, Austria, Belgium, Brazil, Czech Republic, Denmark, Finland, France, Germany, Greece, Hong Kong, Hungary, Ireland, Israel, Italy, Lithuania, Luxembourg, Mexico, Netherlands, New Zealand, Norway, Poland, Portugal, Romania, Singapore, South Africa, Spain, Sweden, Switzerland, United Kingdom
- Add Presence share details options to User Settings template - allows admins to configure share details in User Settings template

Avaya Cloud Office – Call Handling

- Restrict Group Extension Members
 - Multi-site customers have more control over group extension membership. When restrict group extension members is turned on, Site Administrators may add members to group extensions based on their Role Domain.
 - Restrict Group extension members is applied to Call Queues, Call Monitoring, Park Locations
- Call Queue - All agents busy
 - Queue calls can be routed to other extensions or numbers when all agents are busy, unavailable, or available but do not answer.
- Inter-site Call Routing - Calls can be routed to any Company/Main or other Site extension.
- PIQ (Position in Queue) & EWT (Estimated Wait Time) in Call Queue
 - Admins can enable the PIQ (Position in Queue) / EWT (Estimated Wait Time) announcements for callers in a call queue.
 - When the feature is enabled, callers entering a call queue hear the PIQ/EWT announcements.
- Block Calls from External Callers

Global Updates

- New BYOC Countries/Territories - Monaco, Guernsey, Bahamas

Security

- Improving Security Question for customer identity verification
 - This initiative aims to mitigate vulnerability with Security Question based caller authentication by requiring users to answer security questions, set by user from a set of 10 stronger security questions. Some questions are weak and not allowed as per

below. As part of this project, weak security questions will be replaced by stronger ones

- MFA bypass on trusted devices with admin control - Account admins can allow users to bypass MFA on trusted devices for a policy defined period

2.6 “What’s In” Avaya Cloud Office Q1 2025 Release

Avaya Cloud Office – Core Admin

- Customer admins get ability to disable RingOut feature for certain users on their account
- Site Numbers in Caller ID list - Multi-Site customers can configure cross-site visibility rules and apply them to site numbers in Caller ID list. Users will be able to use site numbers from other sites to be outbound Caller Ids
- Update SW UI for Change Password, PIN, and Security Question - this feature improves the discoverability of resetting password, PIN, and security question, and better tailors UI messaging to the selected flow
- Restrict Email Domain for Notifications & Other emails - this enhancement enables the customer to control which email domains are allowed on their account

Avaya Cloud Office – Call Handling

- Admins may disable user control of DND
- Simplified call screening, so users can turn on the feature, hear the incoming caller’s recorded name, and have an option to press 1 to accept the call
- Forward Voicemail with Introduction - Using the voicemail IVR menu over TUI, users are able to record and send, reply to, or forward a voicemail message with introduction
- Call Queue SMS Recipient - customers can specify which user should receive SMS messages sent to a call queue. The same person can also reply using the phone numbers assigned to the call queue
- Server-based Conferencing for Hard Phone Enhancement - Support Call Queue
- Pdf, Mov and ICF content type support for MMS
- Supporting History-Info on redirect for On-Net and Off-Net

Avaya Cloud Office – Desktop

- Ability to Rename Text Group - User can rename a group text for improved usability

Hardware

- Support for Audiocodes MP504/MP508

Global Updates

- New BYOC Countries - Dominican Republic, Belize, Mariana Islands (Saipan) and Bonaire Islands

Platform Integrations

- HubSpot Native App Launch
 - o HubSpot Native App Integration
 - o HubSpot Native Buttons
 - o HubSpot SDKs
 - o HubSpot Certification
 - o Review Workflow
- Dynamics - Voicemail Logging
 - o Log Voicemail messages into Dynamics CRM
 - o Log Voicemail transcripts into CRM
 - o Embed recording playback for voicemails into CRMs
- Teams Presence Sync - Away and busy state improvements
- Teams Direct Routing - Support popular Microsoft 365 license types
- Teams Direct Routing - Email notification preferences

2.7 “What’s In” Avaya Cloud Office Q4 2024 Release

Avaya Cloud Office – Core Admin

- Bulk delete unassigned extensions
- Ability to set caller ID for all phones / features
 - o Customer admins (service web admins) and end customers (Service web MyExtension users) now have the ability to set caller ID for all phones or features at once.
 - o Service web -> Users -> Outbound Calls/Faxes -> Caller ID -> Set Caller ID for all phones / features
- Delete User Flow: Reassign and Delete Numbers - new option for re-assigning and deleting Numbers upon removing extensions from the Admin Portal and in the App.
- Purchase Type field rename for Device Information
 - o Created a distinction between Purchased devices and Bring-your-own Devices (BYOD) across different fields in the Admin Portal (ServiceWeb) and SCP.
- Billing User Portal (currently in beta, to be Generally Available January, 2025)
 - o Introduction of a standalone billing user portal to replace the existing billing pages in Service Web. This new portal serves as a comprehensive interface for customers to

- conveniently access and manage their billing information. Additionally, it offers versatile widgets that can be seamlessly embedded into other applications.
- UK KYC improvements - new status, entity check, and turn on KYC for non-UK brands
 - o As required by UK Law to collect business information documentation before assigning UK phone numbers. KYC (know your customer) was introduced to UK accounts in 2023. Since non-UK accounts can require UK numbers, this is now expanded from UK KYC to non-UK accounts.
 - o Add new UK KYC statuses for Telco Ops handle KYC review process
 - Allow admin to copy caller ID settings in copy & assign flow
 - o This feature adds the option to copy the new caller ID restriction settings introduced in 24.1 when using the copy & assign flow in software.
 - Role assignment and role domain on copy/reset & assign and add user flows
 - o This feature modifies the system's behavior for roles and role domains when an admin does not have the roles permission and creates a new user, uses the copy & assign feature, or uses the reset & assign feature.
 - Update software user interface for change password, PIN, and security question
 - o This feature improves the discoverability of resetting password, PIN, and security question, and better tailors UI messaging to the selected flow.
 - Standardize user license assignment in SW
 - o Prior to this, license management was decentralized in Service Web. For each new add-on license a new page is created under SW → Billing. As more licenses are added, this approach makes the UI cluttered. Individual pages with add-on licenses have UX issues with data representation and license management.
 - o Add-on licenses can now be managed and assigned to users from the single place - Licenses & Inventory
 - o Licenses & Inventory has a new UI to incorporate a comprehensive set of license management operations
 - o Individual pages with add-on licenses are no longer functional.
 - License management: Assign in bulk using Excel file, reassign
 - o Admins gain additional capabilities of managing licenses on Licenses & Inventory page in Service Web:
 - Assign add-on licenses in bulk using Excel file
 - Reassign a license to a different user
 - SMS opt out management
 - o Offers SMS Opt-out management, allowing Avaya Cloud Office customers to adhere to SMS Opt out compliance guidelines and providing admins to be able to export opted out numbers list from admin portal.

Security

- Role-based MFA (using authenticator app) policy
 - o Administrators can enforce multi-factor authentication (MFA) for specific roles. This security measure requires users to complete a second authentication step using a

time-based one-time password (TOTP) generated by authenticator apps such as Google Authenticator.

Avaya Cloud Office – Core Global

- Emergency Address Verification Improvements (Informatica)
 - o In all flows where the user has the opportunity to provide their emergency service address for the UK, Informatica service must be used to validate the input address before accepting and saving the information
- Assign CNAM to specific phone numbers
 - o Today, CNAM can only be assigned to all numbers on a per-Site basis.
 - o The goal of this feature is to allow customers to set CNAM on a per-number basis.
- Assist Customer with Company CNAM Registration
 - o Today, some customers report their outgoing calls do not reflect their desired CNAM and may be displayed as SPAM.
 - o This feature provides the customer with better guidance and tools to help them register with the Free Caller Registry. <https://freecallerregistry.com/fcr/>
- Restrict Email Domain for Notifications & Other emails
- Restrict GeoIP/IP for App & Service Web - The ability to Restrict Apps and ServiceWeb based on their GeoIP/IP

Avaya Cloud Office – Web/Desktop

- Share audio/video DT
 - o This feature enables users to share video clips with synchronized audio, adopted resolution, and high frame rate during screen sharing on ACO App.

Avaya Cloud Office App

- Mute SMS conversation
 - o Ability to mute SMS conversation threads similar to muting functionality offered in ACO messaging today
- Favorite SMS conversation
 - o Ability to favorite SMS conversation threads similar to favoriting functionality offered in ACO messaging
- Change name of group SMS conversation
 - o Ability to rename a group SMS conversation
- New voicemail setting entry point
 - o Add “Voicemail settings” entry point directly in the UI where user access Voicemail (avoid digging around for this setting)
- Individual SMS and Fax settings
 - o Separate text settings, and fax settings as separated setting tabs, part of making SMS and Fax 1st class citizen initiative, and make it easier for access

- Restyle phone item list and details screen - Restyle the phone item (call log, voicemail, recording etc) lists and details, SMS and Fax lists to new look and feel

Hardware

- Avaya J100 series phones 4.1.5 firmware
- Certify and merchandising of Poly ATA 402 with Multi-user Devices flow
- Certification of Poly CCX 505
- Certification and Assisted Provisioning for Avaya J129

Call Handling & Logging

- Avaya J100 Call Queue Member Status (Accept Queue Calls) Management
 - o Support enabling / disabling the "Member Status" (also displayed as "Accept queue calls" in user clients) directly from a Call Queue user's Avaya J100 hardphone
 - o Allow this new feature to be assigned to a line key on an Avaya J100 phone via our Custom Key Layout feature (via Presence page) in Service Web / Admin Portal
- SMS Receive Incoming Text Messages
 - o Customers can configure phone numbers to receive incoming SMS text messages without TCR registration
 - o Helpful for two-factor authentication use cases
- Call Queue: Multiple calls per agent
 - o Agents in a call queue can be configured to receive multiple calls (1-5) concurrently. Agents can also be configured to receive a queue call while on a direct in/outbound call.
 - o Prior to this enhancement, agents were only able to receive one call at a time. If agents were on a direct call, they were considered 'busy' to receive a queue call.
- Smart Automatic Call Recording Notifications
 - o Smart Automatic Call Recording Notifications determines when to play a recording announcement based on the area code/number dialed.
- Site Call Recording Settings
 - o Some jurisdictions require different recording settings.
 - o This feature allows Automatic and On-Demand recording settings to be configured differently per site location
- Disable ability for Agents to turn off Accept Queue Calls toggle
 - o Context: On app's side, Accept Queue Calls toggle under profile controls if the call queue agent can receive calls from a call queue.
 - o New feature: Admins can configure which agents can have the ability to turn on/off Accept Queue Calls toggle.

- Site and Call Queue call handling templates
 - o Set custom rules for sites and call queues using templates

Global Updates

- New BYOC Country - Cayman Islands, Jamaica, Barbados, Guam

Platform Integrations

- Dynamics Opportunity Matching - Surface opportunities in the Dynamics integration to be associated with call logs
- Dynamics UIF Migration and Activity Sync
 - o Users can now log calls from any Avaya Cloud Office enabled device into the Dynamics CRM
 - o Migrate existing Dynamics integration onto Unified Integration Framework
 - o Release server-side activity sync to Dynamics users to allow offline syncing of call logs and activities
- HubSpot and Microsoft Dynamics Spring UI Refresh
- HubSpot Update Call Logs from CTI
- SFDC UIF Migration and Activity Sync

2.8 “What’s In” Avaya Cloud Office Q3 2024 Release

Avaya Cloud Office Core Features

- Ability to Enable or Disable Special Rate numbers in the UK and EU
 - o In ServiceWeb, administrators can navigate to Billing, expand the Calling Rates, select Special Rates and click on the Actions option of the number to be enabled or disabled
- Emergency Address Verification Improvements (Informatica)
 - o In all flows where the user has the opportunity to provide their emergency service address for the UK, Informatica service must be used to validate the input address before accepting and saving the information
- Support Emergency Address for BYOC where RC carries the Emergency Call (in the US/PR)
 - o Avaya Cloud Office will support sending the user's emergency address information for BYOC numbers to the PSAP for 911 calls where RC carries the call to the Emergency Service.
 - o This will not impact BYOC numbers in this release
 - o This feature is enabled by default and will be the default behavior for US and PR

- New Packages and SMS Metering (US & CA only) on ACO
 - o Enablement of Core, Advanced, & Ultra packages (including SMS metering) in US & CA for Avaya Cloud Office
 - o Packages contain the same feature set (with some exceptions related to new feature rollout timing), and pricing
 - o SMS Metering rates and bundles are the same as RC brand (note: SMS Metering is only enabled on the new packages, and no impact to existing customers on legacy packages at this moment)

Security

- Absolute session timeout
 - o Advanced security feature that allows administrators to define maximum session length across all clients

Avaya Cloud Office - Mobile

- Voicemail detail screen re-design
 - o This feature addresses the clickable element for play/pause and speaker buttons being too small and often requiring multiple attempts before the button is responsive

Avaya Cloud Office App

- Accessibility Improvements, Compliance
 - o Improve button/menu focuses, text labels, tooltips content, screen reader description, and large text truncation to make the desktop/web and mobile apps more accessible.
- Bridge call appearance - Shared line experience compatible across soft clients (desktop and mobile apps). Allowing users to call on behalf, pick up on behalf, and barge in on calls within the delegated line group. This is a key functionality for customers who had hard phone and softphone users that needed call delegation functionality
- New SMS campaign registry banner for admins
 - o New in-app banners for admins encouraging campaign registry with call to actions (gray before Nov 1st, red starting nov 1st). After being dismissed, banner reappears upon each login

Avaya Cloud Office App – Desktop

- Call mirroring - New Phone tab layout: dialpad as subtab, embedded call window, full view display of HUD
- Full date & timestamp in SMS threads without hover

Hardware

- Avaya J100 series phones 4.1.2 firmware – rollout of 4.1.4 firmware
- Update user experience for multi-user provisioning flows for DECT devices

Admin Updates

- Call Log Purchased/Included filters - Ability to retrieve purchased and included calls via call log download/delivery settings. Required by customers using call log reports to determine department charge backs for purchased calls, but there was previously no filter to easily find them
- Add msi desktop app file for download in Service Web - Provides Customer Admins with easy, self-serve access to the msi file in SW (Admin Portal).

Call Handling

- Support “Disable Auto Answer” on BYOC DL
 - o Support Bring Your Own Carrier (BYOC) Digital Lines responding with SIP 183 Session Progress for incoming calls instead of SIP 200 OK, like other user types, when Disable Auto Answer (SP 1156) is enabled on an account
 - o Avaya Cloud Office, by default, answers (with SIP 200 OK) all incoming calls on behalf of the user/company and plays on-hold music (or announcement) while ringing on the endpoints belonging to the extension.
 - o This is done to support inbound fax detection for the efax service, as well as a way to provide early media (i.e. greet caller with a message, play music while connecting, etc....)
 - o BYOC DL’s will now behave the same as other user types when Disable Auto Answer (SP 1156) is enabled on the account
- Assign CNAM to specific phone numbers allowing customers to set CNAM on a per-number basis
- UK contracted countries - ability to call UK Short codes
 - o UK short codes mandated by OFCOM that were previously not completing properly
 - 100 (Inland UK Operator Services) - routes incorrectly to RC call centers
 - 155 (International Operator Services) - fast busy
 - o Enabling new short codes, previously not available
 - 195 (Directory Enquiries for people with disabilities)
 - 105 (National Power Outages)
 - 159 (Suspected Bank Fraud Line)
- Call Waiting Control Busy Treatment Setting to Account Level
 - o Call Forward Busy Treatment (SP1127) can now be configured at the account level in SCP.
 - o Note: this cannot be configured at the user level. All users on the account will have CFB Treatment behavior

Analytics

- Automated Activity Logging Permission Settings
 - o Allows users to set permission settings for their automated activity logging within their Hubspot CRM. Users can set block/allow lists for call logs that come into their HubSpot CRM

Global Updates

- New BYOC Countries - Morocco, Trinidad and Tobago

Platform and Integrations

- Teams Direct Routing 2.0 - Support Global Office
 - o Admins of Global office enabled accounts can select regions while provisioning the Direct Routing to their end-users.
- Teams Direct Routing 2.0 - Limited Extensions support - Customer admins can migrate limited extensions using the Direct Routing migration tool as well as enable direct routing directly for new limited extensions
- Teams Direct Routing 2.0 - Select Outbound Caller ID - End users of Direct Routing can select the outbound Caller ID for their Direct Routing calls from within the Admin Portal
- Teams Embedded App 2.0 - Initiate Conference call - End users can initiate audio conference calls from within the Embedded app
- Teams Embedded App 2.0 - Audit Trail logging for admins
 - o Admins can view their activities such as installation, uninstallation, first-time deployment etc., performed in the Embedded app admin setup
- CRM Ringtone Selection and Volume Control
- MMS Messaging in Salesforce Integration

2.9 “What’s In” Avaya Cloud Office Q2 2024 Release

Avaya Experience Platform (AXP) Integration

- Avaya Experience Platform is a Contact Center as a Service (CCaaS) solution that makes it easy for organizations to deliver engaging customer experience across voice and digital channels while helping maximize employee and team performance. It is a powerful tool for empowering employees with faster, more responsive and always-on customer engagement.
- Customers can now integrate their Avaya Cloud Office by RingCentral service with their Avaya Experience Platform (AXP) CCaaS solution that provides on-net calling, directory sync, presence sync, and chat sync between the two platforms.

- Integration is only available on Avaya Cloud Office, and not available on RingCentral direct or other partner brands
- Functionality available in current release:
 - Multi-tenant cloud to cloud SIP trunk between AXP and ACO
 - Bi-directional calls between AXP and ACO supported on-net in early Q2'24
 - Configured on ACO as a Cloud Connector directory that's associated with the shared SIP trunk with AXP
 - Authentication & Authorization (user logs in to Avaya Workspaces client with their AXP / SSO credentials, and automatically associated with their ACO Mobile or Office user)
 - Directory sync (AXP syncs with ACO directory, and not vice versa)
 - Presence sync (AXP syncs with ACO presence, and not vice versa)
 - Chat sync (AXP allows AXP agent to send/receive chats as their ACO user)

Platform Core Features

- SMS TCR Registration - Register to send/receive SMS messages
- Company Call Log Saved Searches
 - Company call log Administrators can save frequently used search and filter settings so finding desired call records is faster and easier.
 - Saved search and filter settings can also be applied when downloading or scheduling the delivery of call log records so the data included in the file is specific to your needs.
- Phone Number Masking & Hide Location Data Controls (Company Call Logs & Analytics)
 - Admins can mask external phone numbers and location based data displayed within the service web "Company Call Logs" and "Analytics" portal.
 - Required primarily as part of EU compliance laws for data privacy.
 - Provides customers a more granular set of permissions to control and limit user calling data and location information.
- UK ERL Address Form Updates
 - Update UK Emergency Response Location entry form to support additional address fields to improve overall address data accuracy and verification.
 - Reduces partial / failed address validations due to current address capture form.
 - Customers can enter building name as well as choose county from a dropdown
- Allow to use a prefix/number range OR the directory for Cloud Connector
 - Admins can configure range and or prefix to route calls to an external PBX. This is available in service web when Cloud Connector feature is turned on. In the directory integration tab both configurations available.

Avaya Cloud Office - Web

- Avaya Cloud Office branded MS Teams Embedded App 2.0
 - Standalone Avaya Cloud Office branded version of the RingCentral Microsoft Teams Embedded App 2.0 (Integration app in Teams & desktop plug-in are ACO branded)

- Language settings = choose the display language for the desktop application
- User is able to quickly video call the recent contacts and view the recent recording directly from video tab.

Avaya Cloud Office App - Mobile

- Text message clustering - grouping messages sent around the same time

Avaya Cloud Office App - Video

- Mobile browser support for video - iOS Safari & Android Chrome, which includes, sign-in support, host and moderator controls
- Animated Emoji Reactions - emoji reactions and statuses larger in the video gallery and toolbar. Reactions now float up from the lower left of the video gallery tile.
- Allow anyone to record or transcribe meetings
 - o When scheduling the meeting, the host can now specify whether any participant can record the meeting and whether any participant can transcribe the meeting.
 - o Setting controlled by admin

Avaya Cloud Office - Rooms

- Control digital signage operation time from SW
 - o IT admin can customize digital signage operation time in week days from service web. Rooms system will display digital signage during operation time and stop displaying when out of that time span.
- Rooms Meeting settings on ServiceWeb
 - o IT admin can remotely control rooms meeting settings that they don't have to go to each room to manage those settings on controller.
- Show Rooms self view in SIP meetings
 - o In SIP meetings with third party (Zoom, Webex, Teams), RCV room has self view

Deskphone Device

- Avaya J100 series phones 4.1.2 firmware – rollout of 4.1.2.0.14 firmware

Admin Updates

- Allow in-app role assignment to the user
 - o Customer admins gain new capabilities in application -> Company Settings -> User management -> Manage users and licenses:
 - choose the role of the user when adding a new user;
 - change the role of existing user;

- find users on account by their roles.
- Allow admins to schedule activation emails
- Company Call Log Saved Searches
 - Company call log Administrators can now save frequently used search and filter settings so finding desired call records is faster and easier.
 - Saved search and filter settings can also be applied when downloading or scheduling the delivery of call log records so the data included in the file is specific to your needs.
- Change default account time zone for Mexico
 - The Mexican government has changed regulations such that Daylight Savings Time. Customers will experience the correct time on when they are using the GMT-6 time zone as their setting.
 - Changed time zone GMT-6 Guadalajara, Mexico City, Monterrey to no longer use Daylight Savings time.
 - Time zones will also be reflected on deskphones

Call Handling & Logging

- Server-based Conferencing for Hard Phones - Delegated Lines (BCA) Support
 - Adding support for Delegated Lines (BCA) to utilize server-based conferencing on hard phones.
 - Server-based conferencing for hard phones allows users to quickly initiate a multi-party (3+) ad hoc conference call directly from their phone. Adding additional participants to a hard phone conference is as simple as pressing the conference key on the hard phone and dialing the participants number / extension
 - Available only on Avaya J100 devices running firmware version 4.1.5 or later
 - Minimum Viable Product (MVP) support in this release:
 - Support on a delegated line (BCA)
 - Create conference
 - Add participants to conference
 - Hold conference
 - Record conference
 - End conference
 - Future scope not included in this initial release:
 - Participant Roster, Drop Parties, Mute Parties, Active Speaker
- Call Answered Elsewhere
 - When someone answers an incoming call that is simultaneously ringing multiple endpoints and coworkers, other persons see 'Answered Elsewhere'.
 - Limitation: When a call is picked up by a directed call pickup member, the original called party will see 'Missed'.

Analytics

- QoS - NQI & Network Type Graph

Global Updates

- New BYOC Country - Türkiye (formerly Turkey)

Platform Integrations

- Zendesk Integration Enhancements
 - o Zendesk Integration Enhancements In Browser Calling
 - o Advanced Search Capabilities
 - o Talk Partner Edition Integration
- Dynamics integration - Add New DID Search Parameters
 - o Provide capability for users to search by e.164 formatted numbers to improve search speed
- Teams EA: Reduce Permission scope for admins
- Archiver: Notification settings
 - o Admins can subscribe to email notifications from Archiver depending on their need.
 - o Available notification settings are
 - When items failed to archive
 - Cloud drive or SFTP certification expired
 - Cloud storage space has reached the limit (as set by the user)
- Archiver: Improvements to Auto-retry and token expiration
 - o A new auto-retry mechanism is introduced to try archiving at multiple times during the day once archiving failed. Improved email notifications that provide details to the admin once the retry has failed after multiple attempts.
 - o Additionally, introduced a long-lasting Admin token
- Teams EA: Multi-user Single Session VDI support
 - o Users sharing a single session of VDI can run their own instances of the Teams Embedded app and desktop plugin
- Customize Azure AD Contact Sync
 - o End users can select which of their Azure AD contacts can be displayed in their Embedded app
- MS Teams Presence sync: Enable/Disable service per user
- MS Teams Presence sync: Custom presence states for calls

2.10 “What’s In” Avaya Cloud Office Q1 2024 Release

Avaya Cloud Office - Web

- Call-specific ringtones
- Pop out conversation
- Expanded emoji library
- 'Swap' during Active call - Improved experience for swapping calls in desktop clients
- Message reminders
 - o Allow user to set a reminder for a message so that they can receive a notification and revisit this message at a later time, and also update the reminder status accordingly
- Deskphone pairing improvement - allow to turn off DPP location change detection
 - o Allow user to turn off the banner which reminds them of possible location change.

Avaya Cloud Office - Desktop

- Print to Fax: Branding (Win) - Attach a document to New Fax form using standard Print option from an external source

Avaya Cloud Office App - Mobile

- Show dialed number on iOS's incoming call screen - iOS App now support showing dialed number on the incoming call screen respecting settings on Service Web.
- Filtering contacts by department
- Double tap to add thumbs-up emoji reaction

Avaya Cloud Office - Rooms

- HDMI share capture - Magewell USB capture HDMI Plus
- Support join Microsoft Teams meetings via Pexip CVI URI

Deskphone Device

- Phone Firmware Quarterly Update Schedule
 - o Phone firmware upgrades now follow a quarterly schedule, making it easier for IT administrators to plan around rollout events.
- Phone Firmware Upgrade
 - o Avaya J100
- Server-based Conferencing for Hard Phones - Private Line
 - o Server-based conferencing for hard phones allows users to quickly initiate a multi-party (3+) ad hoc conference call directly from their phone.
 - o Adding additional participants to a hard phone conference is as simple as pressing the conference key on the hard phone and dialing the participants number / extension

- Available only on Avaya J100 devices running firmware version 4.1.2 or later
- Minimum Viable Product (MVP) support in this release:
 - Support on a user's primary / private digital line
 - Create conference
 - Add participants to conference
 - Hold conference
 - Record conference
 - End conference
- Future scope not included in this initial release:
 - Support for Delegated Lines (BCA)
 - Participant Roster, Drop Parties, Mute Parties, Active Speaker
- Forward All Company / Site Calls on Avaya J100 Phone
 - Allow end-users to manage (see current status of, enable, and disable) the Forward All Company Calls, or Forward All Site Calls, settings directly from their Avaya J100 phones.

Admin Updates

- Enhanced Assisted Provisioning Flow
 - An improved flow for the user to follow through the Assisted Provisioning setup. Now it includes a Copy to Clipboard link as well as links to knowledge-base articles referring to the instructions of specific devices supported models
 - Limitations: DaaS workflows, Rental or refurbished devices, Devices not part of Assisted Provisioning scope
- Support of Faxes for BYOC and the addition of APIs for number management
 - Remove faxes limitation for users and company number
 - Easier number management thanks to API
 - APIs for number management (in 24.1):
 - Fetch BYOC carriers for certain account
 - Fetch numbers in terms of given BYOC carrier
 - Bulk add numbers to certain BYOC carrier
 - Bulk delete numbers from certain BYOC carrier
- External Shared Directory
 - Allows the Customer Admin to upload a list of external contacts that will be available in Avaya Cloud Office endpoints (deskphones, desktop app and mobile app) to all extensions/users on the account.
 - The feature used for package differentiation by limiting it to Advanced/Ultra and Standard/Premium/Ultimate. It is not available in Core or Essentials or other lower tier packages.
 - The feature will be controlled by Service Parameter. Customer will enable the feature in ServiceWeb
 - Limited to 50,000 entries
 - No new API. Contacts will be uploaded via CSV bulk upload feature. No Analytics updates.

- Voice service can be invoked by dialing out from External Shared Directory contact cards

Call Handling & Logging

- Configurable company callerID name
 - Configurable company callerID name is only available for North American numbers (US/CA). Other numbers use the Company Name as the callerID name
- Call Queue Forward All Calls
 - Call queue managers can easily forward all call queue calls to voicemail, an extension or external number, or an announcement with the click of a switch.

Security

- Password Rule Update - Composition rule for account login password changed to allow only strong passwords.

Platform Integrations

- Google Chrome Extension MV3 Upgrade
 - As per Google Chrome's policy, all chrome extensions are mandatory to be upgraded from Manifest V2 to Manifest V3 framework to adhere Google's policies on improving the privacy, security, and performance of extensions. RingCentral for Google will be updated to the Manifest V3 as well.

2.11 "What's In" Avaya Cloud Office Q4 2023 Release

Avaya Cloud Office - Web

- Auto Answer Banner
 - Auto Answer Banner at the top of all screens to reflect that the auto-answer feature is turned on
 - It cannot be displayed if the user has the Network Banner, Dnd Banner, or FACC banner turned on.
 - Once the user turns off these banners, the Auto Answer Banner feature will be displayed, but it should respect the priority list.
- Message reminders

- Allow user to set a reminder for a message so that they can receive a notification and revisit this message at a later time, and also update the reminder status accordingly.
- Unified Inbox 2.0 - Support sub tab config - Allow users to fully customize Phone/Inbox screen
- Ringer Volume control - adjust the ringer volume separately from the general app volume

Avaya Cloud Office - Desktop

- App Version Report Export

Avaya Cloud Office App - Mobile

- Push to talk: settings for beep sounds - Turn on/off the beep sounds of outgoing/incoming Push-to-talk audio messages.
- Unified Inbox 2.0 - Support sub tab config
- Echo detection and warning for mobile
- Support AUTO Mode for Krisp setting
- Live transcription support for German and Spanish

Avaya Cloud Office - Rooms

- Versions older than 6 months will not be supported
 - If customers use Rooms on version 6 months older than the current one, they will be notified that the app will no longer be supported in 4 weeks.
 - After 4 weeks and if customers still do not upgrade, the app will be unavailable until being manually upgraded.
- Reboot Android Room devices

Deskphone Device

- Phone Firmware Updates
 - Avaya B199
 - Avaya J100
- Server-based Conferencing for J100 Phones
 - Server-based conferencing for hard phones allows users to quickly initiate a multi-party (3+) ad hoc conference call directly from their phone.
 - Adding additional participants to a hard phone conference is as simple as pressing the conference key on the hard phone and dialing the participants number / extension
 - Available only on Avaya J100 devices running firmware version 4.1.2 or later
 - Minimum Viable Product (MVP) support in this release:
 - Support on a user's primary / private digital line
 - Create conference
 - Add participants to conference
 - Hold conference

- Record conference
- End conference
- Future scope not included in this initial release:
 - Support for Delegated Lines (BCA)
 - Participant Roster, Drop Parties, Mute Parties, Active Speaker

Admin Updates

- Add user's email address to license export file
- DTMF Duration Passthrough
 - Prior to this support, DTMF is shortened to 49 ms when it is being passed to an ATA (i.e. Cisco ATA 192). As a result, the duration of each DTMF tone is modified that prevents the proper triggering of some specific devices (e.g. Tunstall door locks, lobby entrance systems).
 - This feature introduces a new SP allowing to control DTMF duration preservation and to display this SP on SCP.
 - Default: Enabled+off
 - Submit a ticket to Support to enable
- Remove customers service record (CSR) buttons in SW & SCP
- Delegated Lines (BCA) Enhancement - Index Line Label
 - Support prepending an index number to appearances within the same Delegated Lines (Bridge Call Appearances) group when configured on a phone. New “Add index number to Line label on phone” toggle added to Delegated Line Details section in Service Web
 - Managed at the Delegated Lines group level (setting will affect all users / phones assigned to the Delegated Line group)

Security

- Native MFA
 - Admin can enforce MFA policy at account level requiring all users to do a second authentication using time-based one-time password (TOTP) generated in Authenticator apps. Any authenticator app that supports TOTP (most do) can be used e.g., Google Authenticator, Okta verify, Microsoft Authenticator. This feature is applicable for non-SSO login only.
 - Only available for paid accounts (a free user within a paid account will still have access)
 - **Limitations:** SMS and Email not supported as 2nd authentication factor, No backup codes, No trust devices mechanism to avoid MFA, MFA policy not applied on express login. Not apply to logins when softphone and certain partner apps used for login.

Call Handling & Logging

- Company callerID name

- Admin can assign a custom callerID name to company and site main phone numbers to let callers know who is calling

Global Updates

- New BYOC Countries - Bermuda and Indonesia

Platform Integrations

- Teams EA: Citrix and Azure VDI support
- Click to dial support using desktop plugin - Allow users to use the Teams Embedded App and desktop plugin for click to dial through browser

2.12 “What’s In” Avaya Cloud Office Q3 2023 Release

Avaya Cloud Office - Web

- Allow any team admin the ability to duplicate a team and create a new team with the same members
 - A new feature that allows the team admin to duplicate a team member list
 - Only a team with less than 100 members can be duplicated
 - Team admin or member can continue to add new members to the duplicated team
 - Events/tasks/notes are not duplicated
 - New team settings are the same as the duplicated team
- Feature to allow user to search for conversations or apply a dropdown filter to see different types of conversations in left rail
- Allow user to pop out the Message tab in a new window for multi-tasking
 - Note that global search are not available in the pop out window
- Make the list item height smaller so that more content shows in the limited real estate
 - Available for users who have turned on “New app layout with unified inbox” setting
- View or remove conference participants
 - Allow users to view the participants in an ad-hoc conference call . They can now also remove participants without ending the call for everyone
- Sync audio device setting between phone and application
 - By default, the toggle is turned on and the audio settings are synced
 - User is able to turn it off
- A new setting for users to turn on or off feature guides in desktop app
 - If the setting is on, users will receive guides (via Pendo) for new features if applicable. Otherwise, the user will not receive the guides

- Search box improvements to provide a consistent search box experience across the application
- Pop out conversation as well as the whole message tab, in a new window for multi-tasking.
 - o Following limitations apply
 - Global search is not available in the pop out window.
 - Feature only available with J2.X new layout turned on
 - Drag and drop conversations within folders is not available
- Close conversation copy update to 'hide' and enable hiding conversation for folders
- New setting for user to turn on/off Message preview with group avatar
- Filters to Fax tab: Incoming fax details
- Switch between Avaya Cloud Office accounts
 - o This feature allows the user to sign in with multiple accounts on your device and easily switch between them
 - o One active account at a time. Other accounts are simply offline, no notifications or messaging
- Test speaker and mic for phone call
- Sync shared contacts
- Spam call blocking
- Bold conversation setting
- Mute conversation setting
- Message tab new layout enhancements
- Remove Fax action from conversation header

Avaya Cloud Office App - Desktop

- Desktop application version control
 - o There are 3 types of notifications depends on the desktop version being used
 - Informational banner (*Outdated* versions)
 - Warning banner (*Soon to be unsupported* versions)
 - Blocking dialog (*Unsupported* versions)
 - o Already unsupported versions will see "informational banner" for 1 week, and then the "blocking dialog" next.
 - o Important to enable communication around the application versioning
- Reset App and Collect logs
 - o Allow support team to collecting logs and guide the user out of abnormal state of the app without reinstallation
 - o Available under troubleshooting menu
- Default click to dial / fax on - users no longer need to turn this on manually to use click to dial / fax functionality.
- Show custom status in HUD - Extension list
 - o Hud extension list will continue to show presence status via the presence dot, and also show the users custom status if its set
- Region setting updates
- Bulk delete text conversations and faxes
- Support Microsoft Azure VDI environment for the media-optimization calls

- VDI media-optimization for calls works for web and desktop versions
- VDI media-optimization enabled by default
- Feature is available only for Windows OS
- Installation requirement and support:
 - Installation RingCentral VDI Universal Plugin 23.3.20 to the client PC/Laptop is required
 - Installation RingCentral VDI Universal Service 23.3.20 to the Azure VM is required

Avaya Cloud Office App - Mobile

- Share a note to another conversation
- More tab in navigation bar, available for users who have turned on “New app layout with unified inbox” setting
- Removal of animal-sound ringtones
- Add Incoming/Outgoing filters to call log.
- Region setting updates
- Push to talk
- Sync shared contacts
- Spam call blocking
- Bold conversation setting
- Mute conversation setting
- Post-meeting improvements
 - User can configure the playback speed
 - User able to copy recording link with the specific timestamp and share with others so that who are shared with can easily find out the important section that host wants to point out
 - For copy recording link, users who got the link should have the permission to access the recording, otherwise, they cannot access it when they tap the link.
- Support split view on larger iOS phone devices – allow users with larger phones to have two panels side-by-side
- Easier-to-use transcript and notes on tablets

Avaya Cloud Office - Rooms

- Breakout Room: timer
 - When meeting host or moderator set Breakout room and auto close timer or countdown timer
 - Rooms Users can have a visible auto close timer so they can understand how many minutes are left before breakout room will be closed and wrap up the discussion.
 - And also, they can be notified when only X sec left before breakout room will be closed.
- **Detect echo leak in Rooms**

Deskphone Device

- Avaya J189A IP phone certification / Assisted Provisioning

Admin Updates

- Call queue settings template enhancements
 - Allow create, duplication, delete, apply
- Bulk call queue creation using template
 - Users can create multiple call queues by downloading and then uploading a template file. This is similar to feature “Add Users in Bulk” in User List.
- Admin Setting for Auto-Answer: User-Level setting for admins to turn on or turn off auto-answer in Service Web

Call Handling & Logging

- Admin Setting for Auto-Answer: Account-Level
 - Allow admins to turn on or turn off auto-answer in Service Web.
- Personal Call Handling
 - Consistent call handling settings for user extensions across apps and web portals. Updated call rules include greeting, ring, and missed call settings. A new custom call rule wizard makes it easy to create call rules for special conditions.
 - New call rule design to simplify how calls are handled
 - Call rules include your greeting, ring, and missed call settings
 - Create custom call rules from desktop and mobile apps
 - Activate and manage all of call rules from anywhere
 - Admin Portal Phone settings updated to align with desktop and mobile apps
- Call Waiting Control

Global Updates

- Enable Portuguese & Italian to VMT
- Expose special number rate card in SW for Europe
- Update Emergency Address Format for France and Australia
 - Additional fields added per each country emergency address format requirements to all components that capture the address
 - Ensure correct the format of the address that passed through to the local carriers to store and forward to the local PSAP/first responders.
- New BYOC Countries - Guatemala, Nicaragua, Panama and Tanzania

Platform Integrations

- MS Teams Embedded app Next Gen
 - Next Gen MS Teams Embedded app experience with new J1.x UI, Voice calling with desktop plugin (no longer require the ACO App) with all call related features available

Bring Your Own Carrier (BYOC) - Enterprise

- BYOC provides the capability for our customers to “Bring You Own Carrier”, not using RingCentral as their carrier.
- To use BYOC, an on prem SBC(s) that connects to RingCentral over SIP trunks is required
- BYOC Features

	Office/Global Office	BYOC
Number of countries	44+	54+
Includes number	✓	Customer provided
Includes minutes	✓	Customer provided
Emergency services	✓	Customer provided
Local dial plan & tones	✓	Configurable
Cloud PBX	✓	✓
Global unified apps	✓	✓
One global vendor	✓	✗
End-to-end QoS	✓	✗
Unified SLA	✓	✗
Local shipping	✓	✗
SMS	✓ (US/CA only)	✗
Fax	✓	✗

- Domestic Guardrails
 - o Definition: Company wants BYOC in an Avaya Cloud Office direct sales country (not Global Office)
 - o Minimum requirement of 1,000 seats
 - o For example: Company with 1,000 users wants BYOC in US/CA/UK/EU*/AU
- International Guardrails
 - o Definition: Company has seats in an Avaya Cloud Office direct sales country and wants BYOC in another country where there is a local dial plan
 - o Minimum 2 locations *outside* of BYOC country
 - o 30% maximum of total DLs, per BYOC country
 - o The total number of BYOC DLs across countries may exceed 30%
 - o For example: Company with 1,000 users has 400 users in US, 300 users on GO UK, 300 users on BYOC in Poland

2.13 “What’s In” Avaya Cloud Office Q2 2023 Release

Avaya Cloud Office - Desktop and Web

- Mute incoming call notifications while currently on a call
 - o A new feature that allows users to easily mute incoming call alerts when they are on an active call. This can be done in the call waiting settings. With this update, users will have the option to mute notifications for incoming calls when Call Waiting is turned off, ensuring that they are not interrupted by ringing during an active call.
- Combined microphone and speaker option
 - o A combined microphone and speaker source option in an active call.
- Scan to fax: Invert image
 - o This feature allows users to flip the colors of scanned images from dark to light or vice versa.
- Control over F6 Hotkey for Making Calls
 - o Allow Windows PC users to use the F6 hotkey for making calls using the ACO app.
- Forward voicemail via Email
 - o Send voicemails to other users with one click using the email sharing option.
- Forward voicemail via Text
- Allow changing outgoing fax ID while composing fax
 - o Select preferred Fax Outbound Caller ID from a dropdown list, making it easier and faster to send a fax with the correct number
- Intercept hotkey at OS level and make a call with highlighted number (for Windows)
- Background noise reduction for phone calls
- Download transcript / summaries from recording & recent list
- Show 6 recent custom status
- Web application check for update
- Add sound level meter in the Mic button on active calls
- Presence icon improvement – accessibility improvements
- Prioritize direct mention over team mention when a post contains both
- Launch desktop app on Startup & Launch Minimized
- Headsets: Forget Device Logic
 - o Disconnect unwanted HID devices
- On-prem Exchange personal contacts
 - o connect to on-prem exchange server to sync personal contacts
- Move Advanced Team Admin from Contacts Tab to Admin page
 - o The entry for super admin to manage all public and private teams for a company is now moved from Contacts tab to Settings tab.
- Download meeting materials from recording & recent list
- Sync audio device setting between Phone and ACO Video

Avaya Cloud Office App - Mobile

- Bulk Upgrade to ACO Office Licenses on SW
 - o This feature allows admins to upgrade Mobile users to ACO office license users with the bulk option.
- Whiteboard UX/UI improvements
- Collaborative meeting notes

- collaborative space for participants to share agendas, capture key issues discussed, note any decisions made, and assign action items
- Accessing persisting Whiteboard after meeting – available in post meeting pages
- Show 6 recent custom status
- Canada Mandatory 10-digit dialing and 988 – aligning with regulatory requirement

Avaya Cloud Office - Rooms

- Manage Rooms device from SW
 - IT admin can manage and remove unused devices from SW. This Rooms device will be signed out once it is removed from service web.
- Options to improve audio quality
 - Rooms now provides Admin users with options to improve audio quality with options like remove background noise, remove echo, automatically correct volume, and equalize audio. With these options, Admins can calibrate audio for their setup.
- Limit the number of controllers and hosts connecting to room to 1
- Persistent layout during screen share

Deskphone Device

- Support shared voicemail in-app
 - Support multiple users to access company voicemail in a secure manner, instead of by sharing credentials.
 - When send calls to voicemail in company call handling and forward all company calls, allow configuring co-recipients
- Enable/Disable Headset Support control in Service Web
 - Admin control to turn on or off headset features for user, and decide which vendor to use. Account level control (Include account level, user level and user settings template)
- API to Swap User Phones
 - A new API Avaya migration tool to allow swap phones. Available via Avaya professional services

Admin Updates

- Call queue settings template
 - Call queue settings template can be used to change settings of multiple call queues at once. This is similar to using user settings template to change multiple user's settings at once.
- Manage call queue membership from user details > Group membership
 - Admin can add users to call queue as manager/member/pickup member, remove user from a call queue, change queue or member status, directly from the user detail > group membership section
- Custom Extension Numbering
 - Administrators can customize extension numbering to achieve their dial plan goals.

- Set a default extension length (3-8 digits) and default leading digit (1-9) which is used when new extensions are created.
- Call Monitoring Support for Emergency Services Calls
 - Allow customer admins to enable / disable the ability for calls to emergency services to be monitored within a Call Monitoring group.

Call Handling & Logging

- Calling 988 to reach Canada's Suicide Prevention Service
 - CRTC requirement
 - Users with a Canada digital line assigned are now able to reach the Suicide Prevention Service by dialing 988.
 - 988 is a reserved extension and may not be used.
- Route numbers starting with 110/112 to emergency services
 - For accounts with Germany as the contracted country numbers that start with 110 and 112 are now also identified as emergency numbers and will be routed to German emergency call centers. No matter how many digits are dialed after 110 and 112, the calls will be routed accordingly. Furthermore, users will no longer be able to add extensions that start with 110 and 112. This also applies to site code and extension combinations.

Global Updates

- Restrict Number of Global Office NA Users
 - Enforcements of limit of 300 users for Global Office NA (US/PR/CA)
- Change country name of Turkey to Türkiye
 - Per official change of name of country
- Update Emergency Address Format for France and Australia

2.14 “What’s In” Avaya Cloud Office Q1 2023 Release

Avaya Cloud Office - Desktop and Web

- Print to Fax Windows Support.
- Print Incoming Faxes Automatically
- Mute other sounds during a call. Phase 1: Windows support
 - A new setting introduced in the app allowing user to mute other streaming services (like YouTube, Apple Music, etc.) when they receive an incoming call
- Nomadic 911 improvements
 - Nomadic users no longer able to make PSTN calls without setting an emergency response location in the desktop app
- Phone tab optimization
 - New phone tab layout w/ embedded dialer and support for smaller minimum window

- VoIP unavailable notification
 - o When VoIP service is temporarily down, user will be blocked from using call buttons and notified about the reasons, once services are up again, call buttons will become active again.
- Send a fax from profile screen
 - o A new fax feature allowing users to easily send faxes directly from the user profile screen. A fax icon has been added to all types of user profiles, and a "fax" tip appears when hovering over the button. With just two clicks, users can call up the fax dialog and send a fax with the recipient's contact information pre-filled.
- Mute incoming call notifications while currently on a call
 - o A new feature allowing users to easily mute incoming call alerts when they are on an active call. This can be done in the call waiting settings. Users will now have the option to mute notifications for incoming calls when Call Waiting is turned off, ensuring that they are not interrupted by ringing during an active call.
- Show post meeting materials on past meeting page
 - o Recorded video meetings will now display summaries and keywords on the 'Past Meetings' page
- Launch app silently
 - o ACO App desktop users on Windows OS able to have the ACO App automatically launch silently in the background when computer starts
- Incoming Email Validation Rule Configuration
 - o A new setting for company admin to control what kind of emails could be converted into a post via the 'Post message via email' function in the More menu of a conversation header.
- Cookie banner and compliance
 - o Users using ACO desktop app in US, UK and EU regions will see a cookie consent banner to grant the cookie preferences for the application.
 - o Required for cookie compliance laws in respective regions

Avaya Cloud Office App - Mobile

- Live transcription
 - o When in a meeting, users can now capture what's already discussed or being discussed in text format. Can also search and copy texts
- Call/Text/Fax to new number improvement
 - o Interaction enhancement on making call from dial pad-search, creating new text or new fax.
- Fax scheduler
 - o Schedule fax to go out at a specific time or date
- New audio notification options
 - o Custom sound notifications for text messages and faxes
- Manage team administrators
 - o Simplified ability to assign and unassign a team admin on mobile.
- Default text ID

- Support users to set a default outbound SMS number
- Default fax ID
 - Support users to set a default outbound Fax number
- SMS TCR (The Campaign Registry) support
 - Reminder messages if TCR is not provisioned for a number.
- Active call screen layout improvement
 - Display Call-from and Call-to number on active call screen.
 - Apply adaptive layout to active call screen.
- Select outbound fax ID at composing
 - User can now choose which Fax ID to use from a list of all available numbers when composing a new fax.
- Swipe left/Long press to call, delete and more
 - Quick actions on texts, voicemails, and faxes.
 - iOS: Swipe left to call back or forward faxes and messages directly from your history
 - Android: Long press to call back or forward faxes and messages directly from your history
- Display primary number
 - If a user has more than one direct number, user can now choose a primary number to display on mobile, web, desktop apps, and Service Web to those who call. Edit number from profile screen.

Avaya Cloud Office - Rooms

- Support Room categories - Personal Rooms & Conf Rooms
 - IT admin can now categorize a room to be a “Personal Room” on ServiceWeb. Once specified, the room user’s meeting preferences will persist across meetings.
- Receive echo leak warning from desktop
 - When desktop side detects echo leak, Rooms will show who’s causing echo and can one-touch to mute him/them.
- Send feedback from Admin Portal
 - IT admin can report issue or send Rooms feedback from Admin Portal(Service Web) remotely.
- Upgrade Logitech firmware from ServiceWeb
 - IT admin can remotely upgrade Logitech Rooms firmware from ServiceWeb to the latest one, just by tap update now button on ServiceWeb Device Setting.

Avaya Cloud Office - Desktop Phone only Application

- Citrix, VMware plugins for Linux
- Citrix, VMware plugins for ThinOS
- Messages: Mark as unread
- Fax: Attachment size 50 MB

Deskphone Device

- Ringdown (Auto Dial) for Avaya J100 Phones
 - o a specific pre-programed telephone number is dialed automatically when the endpoint connected to that line is taken off-hook
 - o Enabled for Avaya J100 devices (J139, J159, J179, & J189)
 - o Enabled on for Premium and Ultimate
 - o Disabled for Standard and Essential

Admin Updates

- Add an Existing Phone as Unassigned Phone & Device
 - o Allow a customer admin, that has a role/permission that allows adding Phones & Devices to the account, to add an Existing Phone directly as an Unassigned Phone / Device
- New Permission for Call Block
 - o Decoupling Call Blocking permission from Screening, Greeting & Hold Music
 - o Enabling the two features to have different permissions to control them
- New federation model: Admin only (aka flexible federation)
 - o Admin only federation, that allows the following
 - manage multiple accounts from a centralized place with ease
 - Access accounts without log out.
 - Search across all accounts
 - Assign admin across these accounts
 - Account linked using admin only model, stay separate and independent (no unified directory or ext to ext dialing) -> this is the main difference to the current existing model
 - o On the other hand, agent can
 - Create federation in 2 new types
 - Agent can use template to bulk add accounts to federation
 - Agent can change federation mode
- Audit trail for enterprise admins on individual account updates
 - o For account federation use cases, if an admin is assigned/removed/changed a role of an account as a proxy admin, the changes will be recorded on the account level
- Bulk Users upload template file name improvement
 - o This change makes the bulk template file related to user management more understandable
- Call handling clean-up phase 2 (SLG & DBA)
 - o Update call handling and voicemail exp of shared line groups and delegated line to align with the changes to user extension, call queue, and message only extensions
 - o Enables a consistent user experience
- Configure voicemail co-recipient in company call handling and forward all company calls
 - o Support multiple users to access company voicemail in a secure manner, instead of by sharing credentials
- In-app admin setting permission control

- Desktop company settings will start to now picks up roles and permission as defined in SW
- Prior to this feature enablement, desktop in-app admin experience was only available for super admins. Other types of admin did not have access to this functionality
- Update Mobile Web to use iframe of desktop
 - Migrate mobile admin experience to modern tech framework which shares the same infrastructure as SW
 - Enables a unified admin experience for mobile and desktop application
- Enable/Disable Headset Support control in Service Web
 - Provide admin control to turn on or off headset features for user, and decide which vendor to use. Account level control (Include account level, user level and user settings template)

Call Handling & Logging

- Ring Coworker Desktop & Mobile Apps
 - New option when adding a coworker to a user's ring list that rings all of the coworker's Desktop & Mobile Apps, including ACO App Desktop, ACO Phone Desktop, and ACO App Mobile
- Display Call Forwarding Information
 - users will now see an indication when an incoming call was forwarded from a coworker or another extension.
- Smart Dial Plan Routing
 - Smart Dial Plan Routing adds a new layer of digit processing intelligence to detect when a user makes an outgoing call that may be a valid internal extension or external number
- Enhanced Phone-Provider-ID Call Routing Logic
 - Enhanced "phone provider ID" call routing logic for voice & fax calls when more than one SIP trunk is used for the same account. With this improved logic a routing query is always performed based on originating / redirecting user phone number.

Global Updates

- Freephone metering updates in Europe
 - Calls to Freephone numbers in Europe are always free, regardless of the amount of usage
 - Enabled for regulatory compliance requirements
 - Applicable in the following countries, with applicable prefixes
 - Austria Freephone: 43800
 - Belgium Freephone 32800
 - Croatia Freephone 385801, 385800
 - Czech Republic Freephone 420828, 420800
 - Denmark Freephone 4580
 - Estonia Freephone 372800

- France Freephone 33800, 33801, 33802, 33803, 33804, 33805
 - Germany Freephone 49801, 49800
 - Greece Freephone 30800
 - Ireland Freephone 3531800
 - Israel Freephone 972180
 - Hungary Freephone 36800
 - Lithuania Freephone 370800
 - Luxembourg Freephone 352800
 - Netherlands Freephone 31800
 - Norway Freephone 47801, 47800
 - Poland Freephone 48800
 - Portugal Freephone 351882, 351800
 - Romania Freephone 40800
 - Slovakia Freephone 421800
 - Slovenia Freephone 38680
 - Spain Freephone 34900, 34800
 - South Africa Freephone 27800
 - Sweden Freephone 4620
 - Switzerland Freephone 41800
 - United Kingdom Freephone 44800, 44500, 44808
- Align metering for UK Mobile and Mobile Other prefixes
 - Calls to any “Mobile Other” prefixes will now carry the same rate as regular Mobile calls in the UK

2.15 “What’s In” Avaya Cloud Office Q4 2022 Release

Avaya Cloud Office - Desktop and Web

- Support disabling automatic mic adjustment on calls
 - Ability to turn off, “automatically adjust my mic volume to match others in the call”
- Message Edited Tag with Timestamp
 - Provided user with an ‘Edited’ tag with timestamp if a message was updated.
- Improve the UX/UI for the intercept of add new member to a group
 - Today on the application, when adding a new member to a group conversation, it’s not very clear to the user that adding the new member would create a new group conversation, and then the newly added member would not be able to see the history in the group. On the mobile app, the UX is very clear with the 2 options.

- The improvements here provide better user experience when user tries to add new member to a group conversation from the 'Add people' button in the right rail and group profile.
- ACO Video: Past meetings (Recents List)
 - A page provided where user could find all the ACO video meetings he/she joined.
- 'Connect' moved to the more menu in the upcoming meeting list
 - 'Connect team' option moved to the More menu in the upcoming meeting list to avoid confusion.
- Connect On-prem Exchange Calendar (GA)
 - Today users who are using Exchange on-premise calendar are not able to connect and sync meeting events to ACO Desktop and Mobile app. With this feature, user are able to do so, similar with Microsoft 365 and Google users.
 - Provides users with the ability to connect to Microsoft Exchange on-premise calendar and sync the meeting events into the ACO Desktop & Mobile app
- Check For Updates (OB)
 - Desktop ACO App will display a banner warning users if their current app version is out-of-date. A button within the banner allows users to immediately update to the latest version.
 - Users can also check for updates from the profile menu and system header.
- Add participant number limitation warning when scheduling an E2EE meeting
 - A new warning generated to remind user of the 50 participant limitation when scheduling an E2EE meeting.
- Support sharing recording when it's still being processed.
 - Allow hosts to share meeting recordings with others before they are finished being processed
- Notification sounds for text and fax
 - Support unique sound notifications for incoming text messages and incoming faxes
- Configurable email notifications for text messages

Avaya Cloud Office App - Mobile

- Show different color for @team mention
 - Distinguish direct mention from @team mention on conversation list.
- Hide create team options (admin only)
 - As an admin, choose what types of team the users can create or convert a team/group conversation into.
- On-premises Exchange Calendar support
 - Users able to sync Microsoft Exchange account calendar events into the mobile app
- Message field improvements
 - Larger message field
 - Access to emoji library
- Background noise reduction
- Android 13 support
 - Allow users to set an unique language for the ACO app on Android 13

- Drop support for iOS 12
- Hide attendees whose videos are off

Avaya Cloud Office - Video

- Remote Desktop Control
 - o Participant viewing screen sharing can request to control the keyboard and mouse of another participant sharing their full screen.
 - o The presenter screen sharing can approve or deny the request or block future requests.
 - o After the remote control request is approved, the presenter or controller can stop the remote control session at any time.
 - o Customer administrators can use the ACO Admin Portal to enable or disable Remote Desktop Control at an account level. Users can enable/disable Remote Desktop Control for all their meetings.
- Onetrust Cookie Consent
 - o Users can see a cookie consent banner when visiting ACO Video Web for the first time, and they can easily manage the cookie preferences.
- Advanced Meeting Insights - filter playback by participant. Ability to:
 - o See the involvement of the participant in the conversation
 - o See the parts of the recording timeline where the participant was speaking
 - o Replay the speech of the particular participant

Avaya Cloud Office - Rooms

- Join Zoom & Webex meetings via SIP
 - o ACO Rooms (on Mac, Android, and Windows) is able to join Zoom, Webex, RCM meetings via SIP.
- Join Zoom/Webex SIP meetings from mobile
- Join encrypted SIP meetings of Zoom & Webex
- Schedule Rooms host device restart from ServiceWeb
 - o IT admin can now plan a schedule to restart Rooms host device regularly.
- Share Rooms camera full screen in meeting
 - o Room participants can present Rooms camera feed full screen to remote participants.
 - o A second camera connected to Rooms can be used as the second device to show a document, a physical whiteboard, or an activity taking place in the room.
 - o With share camera full screen feature, presenters can involve remote participants into the meeting discussion.
- Invite by Email in Rooms
 - o Room user can invite participants by their emails in meeting room
- Manual HDMI sharing
 - o Room users are able to share their laptop screen by plugging in HDMI cable both for a local share session or in meeting, they can choose automatic sharing mode or manual sharing mode

- Automatic HDMI sharing: HDMI sharing is automatic upon plugging HDMI
- Manual HDMI sharing: users should tap on controller to start sharing
- Support Room categories - Personal Rooms & Conf Rooms
 - Today, Rooms app is mostly designed for public space, where settings are maintained by IT admin. All the in-meeting settings will be reset to default value for each meeting so that the users of the conference room can share the similar experience across different meeting rooms.
 - With this support of the personal room as a new room category, users of the personal room can have customized meeting experience such as persisting meeting layout across meeting or using PMI to start instant meeting.
 - IT admin can now categorize a room to be a “Personal Room” on ServiceWeb. Once specified, the room user’s meeting preferences will persist across meetings.
- Receive echo leak warning from desktop
 - When desktop side detects echo leak, Rooms will show who’s causing echo and can one-touch to mute him/them.

Avaya Cloud Office - Desktop Phone only Application

- Shared Voicemail
 - The designated parties can access shared voicemails., addressing the need to access and process a shared voicemail mailbox from softphone

Deskphone Device

- Avaya J100 phones now support the RingCentral Nomadic 911 functionality, and now support automatic emergency address updates when deployed in a defined enterprise environment.

Admin Updates

- Customer Number Block Management:
 - Customer will be able to store held numbers (via SW - Auto Block creation), which are part of blocks issued by carriers, without having to pay reserved number fee. Numbers will be easily and readily available for use, by customer. No fee at GA and subject to change in 2023
- Create Customer Service Record for Porting Out Numbers
 - Prior to this feature, Avaya Cloud Office currently did not offer a consolidated format to provide customer service records when customers want to port out their numbers. The ability to download CSR will:
 - Save time for customers to copy & paste information from SW.
 - Reduce the work for Support & NTD to find the information by customers’ requests
 - Customers will have the ability to download Customer Service Record (CSR) on Service Web.
 - This feature is applicable to North America
- Stop Mobile Number Forwarding Auto-Enablement for Substitute Caller Id

- RingCentral Legal team requires customers to submit documentations to prove their ownerships of the mobile numbers to prevent illegal call spoofing.
- With this release, customers will no longer have the ability to enable mobile numbers as substitute caller ids by forwarding mobile number calls to Avaya Cloud Office. Customers will have to reach out to RingCentral Support to request the mobile numbers to be enabled as substitute caller ids
- Bulk Users Upload
- Upgrade a DID to a full DL (ACO license)
 - Allow admin to directly upgrade a DID number(assigned additional local number) of a user to a full ACO license.
- Redundant Audio Codec
 - Calls placed or received on ACO App Desktop & Mobile clients will use the Redundant Audio (RED) codec.
- Add Park Location Key automatically
 - The Park Location key is added to phones automatically when members are added to the Park Location group.

Call Handling & Logging

- Forward all company calls enhancements
 - Extend FACC to the application for single site accounts with skyline line banners across end points when FACC is ON
 - Extend to multi sites accounts to enable site admins forward incoming calls to a site easily

2.16 “What’s In” Avaya Cloud Office Q3 2022 Release

Geographic Expansion and Localization

- Switzerland now supported for direct sales

Avaya Cloud Office Application

- Add 5GB limit client-side validation to message file attachment
 - Support of increased attachment size for a single post, and aligning across the Avaya Cloud Office applications
- Custom fax cover page
 - Ability to add, save, and edit custom cover pages to be sent along with faxes from the application
- Show different color for @team mention
 - Distinguish direct mention from @team mention on conversation list.
 - Allows for prioritized views of conversations and threads
- Mark unread from here – ability to mark read posts as unread in the application
- Bulk delete call history & call log
- Mark SMS conversations as unread

- Forward text messages individually or in bulk

Avaya Cloud Office App - Mobile

- Use the search bar to find settings
- 10-digit phone numbers
 - o As required by FCC. When users with United States and Puerto Rico lines dial a domestic number, they need to add Default Area Code. Previously, Default Area Code was added automatically for them.
- Show premium numbers in meeting invites and call in dialog
- Proximity share in Rooms
- Enable End-to-end encryption from the meeting info window
- Enhancement for ability to join meetings outside of calendar
- View call recordings
- Clear cached data
- Join 3rd party SIP meetings using mobile device
- Intelligent sort to identify “noisy” users

Avaya Cloud Office - Video

- Show Premium numbers in Avaya Cloud Office video meeting invite & Dial-in number list
- Intelligent sort to identify “noisy” users
- New browser support: Chrome browser on Android device
- Set sharing meeting settings from the meeting itself rather than have to remember to share after the meeting
- Improve end-to-end encryption visibility
- Advanced noise reduction – can be set via user setting

Avaya Cloud Office - Rooms

- Users of the executive rooms or personal rooms can start instant meeting using their own PMI/PMN, so that they can use the Room as an extension of their personal device and don't need to remember the meeting ID each time when they launch a meeting.
- Rooms feature billboard for visibility of coming and available features
- View closed caption in Rooms
- Configure Rooms settings from ServiceWeb
- Incoming video call for mac and windows rooms when invited to a video meeting
- On-prem Exchange calendar support
- Support Room categories - Personal Rooms & Conf Rooms
- Show meeting title & host name on Rooms controller
- Show Chat on Room Displays

Avaya Cloud Office - Desktop Phone only Application

- VDI plugin: Volume control
- HUD Sorting

- Dark mode: Follow system settings
- Enhancements to Caller ID behaviour during warm/consultative call transfers

Deskphone Device

- Custom configuration support for Avaya devices to meet device configuration customization need for enterprise customers
 - o Supported on all tiers (Essential, Standard, Premium, Ultimate)
 - o Custom configs for Avaya devices will be supported through Admin Web and SCP
 - o Supported on Avaya J100 model phones (J139, J159, J169, J179, & J189)
 - o Note: Custom background images and custom tones will not be supported initially due to limitations on the J100 requiring media files hosting requirement
- Server-based Call Logs for - Call logs made/received from all endpoints associated to the user account can now be seen directly on the hard phone.
- Server-based Personal Contacts for Avaya Hard Phones
 - o Users can now view and manage (add, delete, edit) their Avaya Cloud Office Personal Contacts directly on their hard phone. This will now allow the same Personal Contacts to be synced across all user endpoints (Desktop app, Mobile app, & Hard Phone).

Admin Updates

- Ability to store held numbers, which are part of blocks issued by carriers, without having to pay reserved number fee. Numbers will be easily and readily available for use, by customer. This is currently a beta functionality
 - o Previously, customers had to pay monthly cost to store their inactive numbers, which they had purchased in blocks. This monthly cost is in addition to their costs, for purchasing numbers, from carriers
 - o In Europe, customers cannot buy a handful of numbers. Numbers have to be purchased in blocks.
 - o There are also regulatory requirements to keep these block numbers together.
 - o Usage of some of these numbers stored in an external system, involved manual intervention by porting team
 - o No cost during beta period, nominal fee expected in 2023 upon full GA. Nominal fee Billing License expected to be lower than the current cost per number, for reserved numbers.
 - o Prerequisite: LBO
- Move license between cost centers when provisioning & in shelf
 - o Currently, when a cost center is enabled, admins need to make sure licenses are allocated in the right cost center to avoid additional costs when assigning licenses. Forcing the admin to go to Billing/Cost center to move licenses is a huge friction point.
 - o With this new supported functionality:
 - Admin can now (with Billing/Cost Center Management permission) transfer licenses between cost centers during various provisioning flows, and also

easily view cost center by availability. The following flows are covered in this release:

- Add user
- Edit licenses of user
- Add number
- Assign number
- Add room
- Admin (with Billing/ Licenses & Inventory permission) can view available licenses by cost center in Licenses & Inventory page, and also transfer licenses (if with cost center permission).
- Substitute Caller ID Process Refresh Phase 2 - Support Toll-free Number
 - Starting from 22.3, in addition to supporting local numbers and mobile numbers as substitute caller ids, toll-free numbers to be supported as substitute caller id with the proper number ownership verification which will follow the existing process by submitting the most recent bill copy & Substitute Presentation Caller ID Agreement. This enhancement applies only to the brands that currently support the substitute caller id.
- Add Voicemail as Text in Admin Portal
 - Ability to view voicemail as text when admins access users' message inbox from admin portal. They no longer have to listen to the voicemail to get the information or context.
- Add Audit Trails for Voicemail Setting Changes
 - Audit trails for forward of voicemails or when voicemail included as attachment.
- Fax Controls and Parameters
 - This feature delivers controls for Customer Administrator to enable/disable fax service on account or user levels as well as specify some of the fax service parameters
 - Not on by default. Request account by account to RingCentral
- Company Directory Controls
 - Ability for a customer admin to publish/hide a user in company directory. Additional controls allow publish/hide user's Phone Numbers as well as Contact Phone Number and Mobile Phone Number.

Call Handling & Logging

- Dial-by-Name Directory Enhancements
- Park Location Call Return
 - The "Call Park Timeout Value" in SCP now applies to calls parked using Park Locations in addition to calls parked using the Park softkey.
- Avaya Cloud Office Cloud Connector
 - Hybrid model to ease migration path for the larger customers, allowing onNet calling between ACO users and legacy PBX users. Implementation must be requested via the account team

2.17 “What’s In” Avaya Cloud Office Q2 2022 Release

IP500v2 as an ATA device for Avaya Cloud Office

- Support of IP500v2 as an ATA device for Avaya Cloud Office
 - o Manual configuration only
 - o Supported for North America
 - o See further in document for additional details

Geographic Expansion and Localization

- Support for PSTN routable Extended Numbers in Germany.
 - o German phone numbers can have up to 12 digits (without country code)
 - o Customer can append additional digits if a number block results in less than 12 digits total length
 - Customer can therefore increase the number block to the full 12 digits
 - o Example:
 - Company purchases 10 numbers: +49 89 123456[00 - 09]
 - These are considered the root PSTN numbers
 - Company admin can add i.e. 2 digits: +49 89 123456[00 - 09] [00 - 99]
 - Enlarges the possible number range from 10 to a total of 1000
- UK - Direct debit available as an alternative to Credit card payment method

Avaya Cloud Office App

- Improved user experience for settings in the application. E.g. Standalone call window, RingOut, HUD
- Add back the guest banner with a more comfortable color and add a setting for user to turn off/on the visual cues in conversations with guests via the settings in the application
- Easily view company contacts' extensions from the Contacts tab using easy filter option
- New dedicated tab in Phone section to view / start / join all of the conference rooms that a user has access to
- Meeting participants (incl. organizers and invitees) can view the details including the participant list of scheduled meetings within the application. Organizers can also edit the meeting details and easily forward the meetings to new participants via message or email.
- Support for queue call pick up members
- Configurable desktop notification timer for meeting reminders
- Ease of use in setting team admin when the last admin leaves team

Avaya Cloud Office App - Mobile

- Dial pad available on the top menu
- In meeting reactions available
- Enhanced contact search capabilities from the dial pad

- Video call blocked through team if past the team limit
- Ability to attach files or media content to events
- Admin ability to set team options for users

Avaya Cloud Office - Video

- Ability to turn end-to-end encryption on and off on the flight during meetings
- Remote desktop control

Avaya Cloud Office - Rooms

- Rooms support new view mode. Users now able to see other participants while focusing on the active speaker or shared content.
- Allow user to navigate Filmstrip view from Rooms controller to view the rest of participant in the meeting.
- Sign in Room via activation code

Avaya Cloud Office - Desktop Phone only Application

- Deprecate default area code for United States or Puerto Rico Digital Lines per FCC requirement. 10-digit mandatory dialing for 988 compliance
- Ability to re-assign free DL from the chosen device directly from application
- Dark mode support

Deskphone Device

- BCA Enhancement - BCA members allowed to be members of call groups
 - o A user that is a member (Owner or Delegate) of a BCA Group is now able to join call groups.
 - o BCA Owner or Delegates can now also be a member of the following call groups:
 - Call Queues
 - Directed Call Pickup Groups
 - Group Call Pickup Groups
 - Call Monitoring Groups
 - o Applicable to all Private Extensions for BCA members (Owner and Delegates)
 - o BCA extension cannot be member of any call groups (no change)
- BCA Enhancement - Owner to select BCA group number as Caller ID
 - o A user that is a BCA Owner can now select the BCA Groups caller ID to outpulse from their private extension / line.

Platform Updates

- Ability to enable end to end encryption when scheduling a meeting with the application scheduler Outlook add-in.
- Support for SMS in the Avaya Cloud Office HubSpot integration
 - o Message hub to send/ view SMS, play/ download voicemail and view/ download fax (no SMS logging)
 - o Match new SMS/ voicemail/ fax to HubSpot contact/ company records

- Click to SMS
- Open message composing page by clicking on SMS card button in HubSpot

Admin Updates

- Restrict login to only corporate ACO accounts from workplace
- Avaya Cloud Office App device type
 - The ACO App device type will be available to new accounts when adding Users with desktop and integration soft-clients. Existing accounts will continue to use the Avaya Cloud Phone device type pending migration in a future release.

Call Handling & Logging

- Forward All (Your) Calls (FAC)
 - Forward all (your) calls allows users to easily forward all their incoming calls to somewhere else when they are not able to answer phone calls (e.g. during a break, when on vacation, in a meeting, etc.). Incoming calls can be forwarded to an announcement, voicemail, coworker, call queue, shared line, IVR menu etc. The user can also schedule the time period when the incoming calls should be forwarded. An admin can also set FAC for users.
- Align call handling & voicemail experience with apps
 - User experience updates to the call handling, messages & notification sections to align the experience with the applications. Users can now have a consistent experience across different end-points.
- Separate call handling, voicemail and notifications permissions for user extension
 - Call handling, voicemail and notifications settings each have it's own UI section on admin portal (service web) and each is being controlled by a separate permission.
- Ability to assign template when adding users in the wizard
- Autodial
 - Allow configuration of a specific pre-programmed telephone number to be dialed automatically when the endpoint connected to that line is taken off-hook.
- Hostage line
 - Hostage line seizure is required to assist Emergency Services responders in crisis situations. This involves allowing the lockdown all lines within a particular customer environment such that they can only make/receive calls to/from a phone number designated by Emergency Services.

2.18 “What’s In” Avaya Cloud Office Q1 2022 Release

Geographic Expansion

- Singapore supported for direct sales

Avaya Cloud Office App

- ENHANCED “ACO for MS Teams” (Native Message Extension) to make ACO calls & more from Microsoft Teams - RingCentral integration that embeds key ACO functionalities into Microsoft Teams. Make ACO calls, view voicemail, AND make SMS (US/CA), and fax – all from within Microsoft Teams
- Standalone calling window outside of the ACO desktop app.
- Attach Videos to Mobile Posts - Ability to now attach videos to messaging posts on the mobile app
- Guest Users Call Out - The ACO app now calls out guest users with your teams or conversation groups

Avaya Cloud Office - Video

- Standalone calling window outside of the ACO desktop app. Hosts can add additional layer of security to video meetings by scheduling end-to-end encryption to a meeting, OR even at any point during a meeting
- Raise Hand - Enables participants to “raise hand” and gain the attention of the host and others. Host has ability to view total raised hands, and also lower hands as needed

Avaya Cloud Office - Rooms

- USB camera support with CU360

Deskphone Device

- Warm Call Transfer - Preserve Caller ID

2.19 “What’s In” Avaya Cloud Office Q4 2021 Release

Avaya Cloud Office Specific Product/Features

- EU Customer VAT Number on Service Statements in Service Web and Email - Added RingCentral and Customer VAT numbers to all customer service statements in Service Web and Email for EU & UK customers.
- Custom Key Layout Enhancement - Support for Star / DTMF Codes as Speed Dials - Custom Key Layout (CKL) allows customers to configure and customize their hard phone key layouts on a per device model basis. This CKL enhancement allows star / DTMF codes to be configured as a Speed Dial (previously star / DTMF codes were blocked from being added in Service Web).
- BCA Server-based DND Enhancement - Allow customers to configure whether BCA / delegated lines will ring delegates when Owner’s phone is set to DND

- Avaya J189 IP Phone Certification / Assisted Provisioning - Certification of Avaya J189 IP phones for use with Avaya Cloud Office
- Avaya Branded Outlook Scheduler and Chrome Extension Integrations - The RingCentral Outlook Scheduler and Chrome Extension integrations have been rebranded for Avaya Cloud Office

Avaya Cloud Office App - Mobile

- Present files from Google Drive while in meeting - Directly present files from Google Drive without sharing the whole screen
- Center Stage: Autoframing capability - The camera on iPad Pro will automatically adjust to keep the person in the center of the video frame when center stage is enabled during the ACO Video meeting (specific iPad Pro models only*).
- Power saving mode - The app will automatically adjust meeting video quality or pause the video to save battery consumption when the phone is in low power mode.
- Emergency location update - Add and manage up to 20 different personal emergency response locations.
- Share camera view - Share your back camera from your mobile device during a ACO Video meeting.
- Android fax print improvement - Easy to print Fax on Android device
- Use external browser for SSO login - Jump to external browser for SSO login authentication
- Personal meeting name - Create a customized, unique personal meeting name that makes it easier to share and join meetings.
- Display extension in contact list - Extension will be displayed in the company contact list when you're searching a company contact.
- Navigation redesign - The layout of the app now is simplified and easier to find needed commands
- View participant profile in meeting (ACO Video) - You can quickly view a participant's profile in the meeting
- Android 12 support

Avaya Cloud Office App - Desktop

- Allow/Block List for ACO App - Allow ACO App admins decide who they want their account to be communicating with externally by either allowing or blocking external guest domains and webmail accounts.
- VMware VDI support for Telephony - Getting optimized audio calls integration in ACO App Desktop within the VMware VDI environment.
- Proximity sharing in ACO Rooms - Added ability to share in the ACO Room system from ACO Desktop App via wireless room's detection
- Add labels to left navigation tabs (Configurable tabs Phase 1) - Icons in the left navigation bar are now clearly labeled.
- Increase ceiling of folders per user from 30 to 50 - Users can now add up to 50 personal folders

- Attach files from cloud storage: Dropbox - Added option to attach files via Dropbox Cloud Storage
- Make a call button - More obvious entry point for users to open up the dialer and initiate a call
- Pause / resume ACR (Automated call recordings)
 - o User has visual prompt that call is being recorded for ACR calls
 - o User has option to pause ACR recordings
 - o User has option to resume paused ACR recordings
- Configurable tabs, More tab, Fax & Text tab - User can now reorder the tabs and move the less frequently used tabs into the new 'More' tab in left navigation; Text and Fax are separated from Phone tab and become 2 standalone tabs.
- Share video recordings in the ACO App - Now users can easily share a meeting recording to other people or participants.
- Headset Support HID commands on Web - ACO supports USB HID devices. The Human Interface Device (HID) is a class of peripheral device, such as a mouse or keyboard, that lets users input data or otherwise directly interact with the computer. ACO works with headphones that support HID standards. The feature is supported on version 86 of Google Chrome and Microsoft Chromium Edge browsers.

Avaya Cloud Office - Video

- Show Audio mute/unmute status in Self-View Video Tile - ACO Video will always show self audio status which is the same as other participants, this can let user self know if his audio is muted or not.
- Prevent overlapping toolbar popup panels and tooltips - Updated toolbar behavior to prevent popup panels and tooltips from overlapping.
- Show 25 participants in the video gallery – Web - ACO Video meeting participants can see up to 25 participants in the video gallery.
- Improve my video in low light - This feature automatically tunes brightness on a user face to improve how a user appears on video.
- Touch up my skin - This feature will make a user's skin look smoother.
- Auto-follow - Get your own personal cameraman with Auto-follow feature
- Improve my appearance with the virtual background - The feature will automatically tune video brightness to better correspond selected background.
- Personal meeting name - Hosts will be able to set (alphanumeric) personal meeting name that maps to their PMI. All meetings scheduled with the Personal meeting ID/name will have meeting title "Phillip Liu's video meeting".

Avaya Cloud Office - Rooms

- Personal phone as Rooms controller - Start, join and manage ACO Rooms with your ACO mobile app.
- Personal controller update - The pairing room mechanism has been updated and now mobile client can control a room in different network.
- Portrait Mode Support for Vantage (beta) – the Avaya Vantage device can be used as the controller device, with the application now supported in portrait mode

- Share from desktop app to Rooms - ACO desktop app users can share the screen to a room inside the app.
- Switch meeting device - Instantly transfer a meeting from your mobile device to a Room, making it easy to go from on-the-move to the office.

Deskphone Device

- Custom Key Layout Support Star Codes
- Enablement of SRTP/TLS by default for J100 for New Customers

Avaya Cloud Office – Desktop Phone App

- Emergency Response Location (ERL) - Emergency response location (ERL) management for free DL.

Admin Updates

- Custom Rules Redesign - Introducing the ability to configure custom rules to route company calls to different touch points without having to go through complex setup process.
- Device Selection Improvements - Introducing the ability to find and select devices in a more organized fashion that is easy to scan through, navigate, search, and filter.
- Porting Order Submission Experience Enhancements on SW - To address existing top porting order rejection reasons, below enhancements are made:
 - o UI improvements on “enter number”, “enter service address” and “enter account number” screens
 - o Display default recipient email address of automated porting order status update emails
 - o Record additional email recipients an user inputs in Salesforce for porting team to refer back
 - o Block US/CA public holiday on calendar to avoid users selecting holiday by mistake

Call Handling & Logging

- Call handling & forwarding - Consolidated User Call Handling and Message sections
New User Call Handling use cases and routing options:
 - o Missed Calls - unanswered calls received during work- and after-hours can now be forwarded to another extension or external number.
 - o Vacation - users who plan to be out of the office can now configure a custom rule to forward calls to another extension or external number.
- Call Log - Forward to Extension/external number
- User: Call handling & forwarding - In User Call Handling and Voicemail, users now have the option to ring their Desktop and Mobile Apps after phones and other devices.

Platform Updates

- Avaya Cloud Office for Outlook Plugin - This release is to support schedule meetings on behalf of a user that has assigned you the calendar privilege.
- Avaya Cloud Office for Google - This release it to support Company Directory Control in Avaya Cloud Office for Google.

- Avaya Cloud Office for Salesforce - Custom Object support
Currently, when there's incoming/outgoing calls the Avaya Cloud office for Salesforce adapter matches the record in Salesforce and pulls up the relevant record in the Name & Related To field in Salesforce.
The Objects matched in the Related To field are currently limited to Account, Opportunity and Case.
With the Custom Object Support customers can configure the ACO for SF app to match any custom objects they create in SF to be matched and pulled up in Related To field of the call log so that they can log the call with the matching Custom Object.
- Avaya Cloud Office Outlook Scheduler – Update - This release goal is to support Outlook Mobile and On-Premise Exchange in the ACO Outlook Scheduler.
- Avaya Cloud Office Outlook Scheduler “On Behalf” update - updated the “on behalf” feature to help customer easily select the delegators to schedule the meetings

2.20 “What’s In” Avaya Cloud Office Q3 2021 Release

Telephony

- Server-based Do Not Disturb (DND) - Allow end-users to manage a single Do Not Disturb (DND) setting which is synchronized across all endpoints

Avaya Cloud Office App - Mobile

- Access directory contacts (Global Address List and Google Directory) - End users will now be able to access their Microsoft Global Address List & Google Directory contacts if they sign in their Microsoft/Google account in desktop app.
- Include all invite options on home screen for instant meeting on mobile - Now you can easily invite participants using any invite method, when starting instant meeting
- Improved schedule meeting flow - User who doesn't connect any calendar can still schedule a meeting. User can easily choose which calendar app to schedule a meeting
- End meeting confirmation – Double prompt to confirm you want to end a meeting for everyone in attendance
- Private chat from video tile - Easily start a private chat with someone by just tapping on their video.
- Simple forwarding - Forward messages and attachments to any conversation of your choice.
- Team huddle - Get together for impromptu informal meetings that are not scheduled and notify everyone in the team
- Breakout rooms - Allow host to split meeting into separate sessions, and host can choose to split participants of the meeting into these separate sessions

- Host can broadcast message to all participants in the meeting, including all breakout rooms
- Host can send private chat message to all participants in any room
- Participants can send private to the host no matter where the host is
- Participants can only sent private chat to participants who are in the same room
- Virtual video background support - Support to use a video as the virtual background.

Avaya Cloud Office App - Desktop

- Access directory contacts (Global Address List and Google Directory) - End users will now be able to access their Microsoft Global Address List & Google Directory contacts if they sign in their Microsoft/Google account in desktop app.
- Head-up display - Avaya Cloud Office unified app now supports core HUD functionality (previously only available in the Avaya Cloud Desktop Phone).
 - * Ext list mgmt
 - * Call monitoring
 - * Call delegation (BCA)
- Call quality indicator - New call quality indicator in active call window to communicate to user the strength of their network.
- Account Federation (excluding existing accounts with Messaging feature) - Support users from federations account to find contacts across the account and make extension to extension calls.
- Call Park locations - An ACO App phone user can now:
 - Maintain and monitor park locations. If a call is parked at one of their park locations they could pick up the call if needed
 - Park a call to a park location. Notify people with a text message about the parked call
- Call Park improvements - Show UMI and desktop notification for a new call parked at a park location that user has added to his HUD. Allow user to send messages to his colleagues and notify them about a parked call.
- Team Huddle - Get together for impromptu informal meetings that are not scheduled and notify everyone in the team.
- Update default calendar presence for 'fresh' connections - Calendar presence setting will default to OFF for users who are going from a state of no connected calendars to a connected calendars. Will not impact settings for users who already have at least one calendar connected
- Emoji library update - Upgraded emoji library
- Attach files from cloud storage: OneDrive - Added option to attach files via OneDrive Cloud Storage
- Attach files from cloud storage: SharePoint - Added option to attach files via SharePoint Cloud Storage (together with OneDrive)
- Video experience CPU screen share optimization - Decrease CPU utilization during Avaya Cloud Office Video meeting screen share by 30-50% depending on the operating system and the machine type. Improvement is supported for both Windows and macOS.
- Do Not Disturb while screen sharing (Video) - Set your preferences to Do Not Disturb while screen sharing.

- Meetings: Default calendar for scheduling - App will remember your default calendar when scheduling.
- Improve Phone settings: add Work hours option - Add a new phone setting of 'Work hours' so that user can update their work hour schedule within the unified desktop App.
Users are enabled to configure work hours in phone settings. If users set work hours to a specific schedule, users are enabled to configure different call forwarding flow for work hours and after hours. For After hours call forwarding settings, users are now redirected to SW to make changes.
- RingOut - Add a new setting for user to switch the calling mode of unified desktop app to 'RingOut' and enable user to make a 'RingOut' call
- Group call pick up - Support group call pick up handling in the Avaya Cloud Office app
- UBP Caller ID fix - Fix to allow UBP users to switch their caller ID in the unified desktop app
- 988 support - US and Puerto Rico users can now access 988 hotline to access suicide prevention / mental health crisis counselors.
- Add to Favorites - Easy access to "Add to Favorites" button in left hand rail conversation menu
- Permanent End User Phone Settings - Ring for - As an enhancement to existing call forwarding function, in this release, users are enabled to configure the length of ring time for each forwarded number.
- Permanent End User Phone Settings - Work/After hours call forwarding and voicemail settings - Users are enabled to configure work hours in phone settings. If users set work hours to a specific schedule, users are enabled to configure different call forwarding flow for work hours and after hours. For After hours call forwarding settings, users are now redirected to SW to make changes.

Avaya Cloud Office - Video

- CPU usage optimization for video on Desktop - We introduce CPU optimization feature to avoid high CPU usage during video meeting.
- Allow disabling ACO Video chat at account level – Web - Account administrator will be able to enable/disable chat in RCV meetings in the Service Web/Admin Portal at an account level.
- Closed Captions (Mobile) - ACO Video Closed Captions for Mobile app
- Consolidate video gallery view buttons - The video gallery view switcher will be consolidated from four buttons to a more compact single menu button.
- Overlay pagination controls to maximize screen space - Pagination controls will now overlay the video gallery and filmstrip to maximize screen space for shared content and video
- Breakout Rooms - Breakout rooms allow Host to assign participants into temporary breakout sessions to independently work on problems without distracting/being distracted by other participants.

Avaya Cloud Office – Rooms

- Send meeting feedbacks at any time - No matter in or out of meeting, user can submit feedback from settings screen at any time.

- Private meeting display in Rooms - If a meeting is scheduled as private meeting, IT admin can choose whether to display the meeting subject and/or host name on the Rooms.
- New Pair Flow - Rooms will build local communication channel before login. IT admin needs to input pair code to pair with host before sign in.
- Setup and switch peripherals in cross-platform room kits - IT admin can setup and switch preferred microphone, speaker and camera in and out of meeting.

Admin Updates

- Centralized License Management – New framework for enterprise-grade purchasing experience
- Add Multiple Products In One Transaction
- View All Services Billing in a Single View
- Easily View Licenses & Inventory
- Be Informed of Existing Licenses Before Purchasing More
- Customize Billing Permissions by User
- Only Authorized Users Can Purchase

Service Web Improvements

- Global Header Redesign - Introducing a new simplified header design on the admin portal that provides the ability to perform few core tasks for the admin efficiently.
- Archiver Settings and Permissions - new settings to control Archiver on the admin, user level and provide more granular controls to the customer.
- Copy and Assign using licenses - Introducing the ability to copy and assign a user extension using licenses.
- Discontinue IE 11 Support - IE11 support will be discontinued on all apps
- Bulk Enable for Adding or Editing Users - Updated information architecture for Bulk enabling or bulk editing users.

Call Queue Manager Enhancements

- The following enhancements were introduced for call queue managers:
 - o Added a “Messages” call queue manager permission which can be assigned to managers who listen to call queue voicemails and return missed calls.
 - o Increased the maximum number of managers per call queue from 15 to 50.
 - o Renamed the call queue manager permission “Members Only” to “Member Management”
 - o Added a navigation link to the Analytics portal from the Call Queue Management portal which is displayed when the manager has at least one Analytics permission
- The following enhancements were made to call queue message notifications:
 - o Added the ability to specify if voicemail messages and/or received faxes should be included in email notifications.
 - o Added the ability to specify if email notifications should be sent to both call queue managers and other email addresses or other email addresses-only.

National Suicide Prevention Lifeline

- NSPL provides free and confidential support for people in distress, including prevention and crisis resources.
- Available across the US, 24 hours a day, 7 days a week.
- Accessible by dialing either 988 or the 10-digit number, 1-800-273-8255 (TALK).
- There are no additional charges to call NSPL.
- NSPL calls are logged in Call Log and Analytics as normal calls with number "988".

International Updates

- EU Unlimited
EU Unlimited is a new package offering available for EU customers, which offers “unlimited” calling minutes to EMEA calling zone countries

Platform Updates

- RingCentral Archiver for Avaya Cloud Office - Manage roles and permissions for whom can access archived communication data with self service

Analytics Updates

- QoS Alerts - IT Admins can customize and receive QoS alerts based on the quality of the Video meetings

2.21. “What’s In” Avaya Cloud Office Q2 2021 Release

Geographic Expansion

- Support for new Global Office Countries - Greece, Estonia, Slovenia, South Africa
- New Essential subscription tier for the European Union (EU): This will align EU with all the other Avaya Cloud Office offers in other geographies which feature four subscription tiers.

Video

- Avaya Cloud Office Rooms: Using the Avaya CU360 collaboration unit running the ACO Rooms app, customers can easily schedule, join, and manage web conferences with the highest quality “in-room” experience. Users may walk into an enabled room and easily start a video meeting with one touch. Presentations, documents, and other shared content display directly from the connected Avaya Cloud Office platform.
- Show NQI details for the incoming video and audio streams: Show network KPIs and visual cues for incoming video and audio streams in self network connection indicator details that show how far network KPIs are from optimal values.
- Virtual background GIF support improvements: We are making it even easier to select GIFs for your virtual background with a GIF picker.

Telephony

- Custom Key Layout enhancements: Templates (bulk changes of users / devices) and Soft Key customization based on phone state

- Bridged Call Appearance: Provides the capability to have a primary number to appear on different phone(s). The users can interact with the Appearances on their phone and answer, place calls, and join a call on the Appearance.
- Visual Voicemail: Provides a simple interface on the hard phone to view, listen to, and interact with, and manage, voicemails.
- Call Queue Remote Member Management: Call queue managers are not able to remotely change member status when those members are out of the office causing calls to ring unanswered and/or get routed to voicemail. Some callers may get impatient and decide to hang-up. To improve speed of answer and reduce the number of missed queue calls, Administrators/Call Queue Managers can remotely change Member Status from the web portal so calls are routed to (other) available members.
- RelayUK Calling: Users who have a UK Digital Line assigned may now reach RelayUK. RelayUK provides communication services to- and for hearing impaired persons/businesses using TTY devices.
- Call Queue Pickup: Call queue pickup allows calls waiting in a call queue to be picked up by pickup group members. Call queue pickup group members receive call notifications when calls have been waiting in a call queue for more than the configured 'Alert' time. Queued calls can be answered by pickup members by pressing the pickup key on the physical endpoint.
- Group Call Pickup: Group call pickup allows administrators to manage call pickup permissions for multiple users together. Group Pickup Users receive incoming call notifications when someone is calling a group member and can answer each other's calls from their own device by pressing the pickup key.
- Citrix integration with the Avaya Cloud Office Desktop App: With the Avaya Cloud Office App for Citrix, we work to establish a direct media channel from your remote device where Citrix is installed to the Avaya Cloud data center. This allows us to minimize the number of network hops and optimize the delivery of audio between callers.

Mobile App

- Picture-in-picture mode lets you continue to view your meeting while you multitask in the app.
- Notification bubbles (Android only): Bubbles are built into the Notification system. They float on top of other app content and follow the user wherever they go.
- Caller ID improvement: Your Caller ID list will automatically be sorted, and the most frequently used phone numbers will be on top.
- Participant Pinning: Pin any participant in a video meeting to put their video in focus even if they aren't the person speaking.

Desktop App

- Multi-party conferencing enhancement: Users will now create an Avaya Cloud Office conference call upon merging calls. This allows users to easily share the invite of the conference to more people via email or message, and an Avaya Cloud Office conference call supports up to 1,000 participants
- Scheduling video meetings: You can now schedule the time and date of your meeting directly within the app.

- Advanced Team Administration: Will give admins the ability to view all private and public teams from the Contacts tab. Admins can also take actions such as: join private teams, reassign team admins, view team members, adjust team settings, and restore archived team.

Admin Updates

- Enterprise Portal for Federated Accounts: Federated accounts management is an enterprise portal that allows administrators to provision, manage and search across multiple Avaya Cloud Office account instances in a company. This feature makes administration for very large accounts and companies with multiple accounts easier by consolidating management into a single view.
- Company call handling redesign: Introducing the ability to route company calls to different touch points without having to go through a complex setup process.

Service Web Improvements

- Search by email: Introducing the ability to search users by email in Service Web
- New Payment Method: Direct Debit (EU market)

Platform Updates

- The RingCentral Call Streaming API: Allows developers to take advantage of dual channel call streaming, which enables the capability to receive separate audio streams from each party and power real-time call monitoring to assess performance and resolve issues quickly.
- Avaya Cloud Office for Zendesk: Respond to missed voicemails and text messages with the convenience of Avaya Cloud Office for Zendesk. Send bulk text messages up to 50 people and manage SMS conversation with threads
- Avaya Cloud Office for Salesforce
 - o Do Not Call (DNC): Enables corporations to meet legal and regulatory compliance around Do Not Contact preference set by customers.
 - o Salesforce integration will support click to dial and click to SMS through the new Avaya Cloud Office app from Salesforce Mobile Application.
- RingCentral Archiver for Avaya Cloud Office: API Upgrade for admins to have better control over data retention, in-app banners to increase awareness of data retention policy, and proactive email notifications so that you can take action on failed archives.
- Avaya Cloud Office for Microsoft Dynamics: Choose to always allow, never allow, or only when receiving a call to get contact matches in Dynamics
- Avaya Cloud Office for ServiceNow, SugarCRM, Bullhorn, & NetSuite - call controls: Introducing additional call controls such as Hold, Hangup and Transfer to the Tenfold desktop app and Chrome extension used for Avaya Cloud Office for Servicenow, SugarCRM, Netsuite, & Bullhorn.
- Avaya Cloud Office for Outlook: Use the Avaya Cloud Office unified desktop app as a calling endpoint in the Avaya Cloud for Outlook integration.
- VMware VDI support (Mac OS support) for Avaya Cloud Phone: We have the Avaya Cloud Phone VMware plugin now available for Mac OS. This plugin optimizes for audio streaming only.

2.22. “What’s In” Avaya Cloud Office 5.0

Below is a summary of the new content being delivered with Avaya Cloud Office R5.0.

Geography and Localization

- Geographic expansion to Portugal
 - o Billing in Euros
 - o Includes new language support for Portugal Portuguese
- Dutch and Korean Localization (J Series Phones)

Devices

- Custom Key Layout (CKL)
 - o Customize Line Keys by Reordering, Assigning / Removing Presence, Assigning / Removing Feature Keys, Assigning / Removing Speed Dials, Assigning / Removing Primary Line Appearances, Assigning Blanks.
 - o Phone Preview for all compatible models (Avaya J139, J159, J169, & J179)
- Avaya IP DECT and Vantage support (BYOD).

Desktop and Mobile Application

- Waiting Room
 - o Hosts can specify that participants be placed into a waiting room and the host can decide whether to admit them.
 - o Hosts can automatically admit authorized invitees to reduce distractions during the meeting.
 - o Hosts want to temporarily move participants into a waiting room so they can have a sidebar discussion.
- Team Connect User Interface (UI) change
 - o The placement of the Team Connect feature on mobile and desktop apps moved to a more central part of the user interface.
- Customized Tabs
 - o Get quick access to your most used items by reordering your bottom navigation.
 - o Tabs that can be reordered: Message, Video, Phone, Text, Fax, Tasks, Team events, Calendar, Park locations.
 - o The order is saved to the server, meaning when the user logs on to another device, the order will be consistent.
- Warning before deleting files: Prevent shared files from being deleted and allow the owner of shared files to delete the file from a post or delete it from anywhere in the message.
- Reset Password: Conveniently reset your password in the app (versus via Service Web).
- Schedule Meetings from a Team: Easily schedule video meetings from a team or group (Android only).
- Text formatting tools: Edit and format messages to look the way you want by using the rich text editor.
- Team Events calendar
- Bring app to front upon incoming calls: New settings to control whether to bring the ACO desktop app to front upon incoming calls.

- Remove guests and invites: Remove guests and invites allows admins to remove unwanted guests and invites from the Contacts page and the guest profile.

Avaya Cloud Office Video

- The Virtual Background feature in Avaya Cloud Office Video allows participants to use pre-selected background images to look more professional during meetings, removing any possible distractions from their feed.
 - o Four solid image pre-set backgrounds and one pre-set video background are included, along with a background blur filter setting.
 - o Users have the option to add up to 5 of their own background settings, videos, and GIFs.
- Ability to move filmstrip view to the top & bottom edges (iPad/tablet only)
- Users on multiple devices can only join audio on one device: User who joins the same meeting on another device, the audio will be disconnected automatically from the original device; helps avoid echo.
- Headset call controls for Poly and Jabra headsets (answer/end, mute/unmute, volume up/down)
- Personal folders: Users can create personal folders for the left-rail of the Message tab, allowing them to group their conversations into custom sections. Users can now rearrange the order of the folders and sections in their left rail and can change the color of a folder's name.
- Freeze participant video when reconnecting: When a participant is sharing their video and they have a bad connection, ACO Video will now freeze their video while trying to reconnect. Previously ACO Video would show the participant's profile picture or initials which was disruptive.
- Warn user if mic and speaker devices are different to avoid echo.
- Chat compose field can expand for longer messages.

Administration Updates

- User based SSO controls: Administrators can now manage SSO policy at the user level. This increased granularity in enabling and disabling SSO allows for easier access to the ACO system
- Primary Number: Administrators can now set a direct number as a user's primary number displayed across multiple endpoints in the ACO ecosystem
- Number porting flow: Updated flow to support customers from SMB to Enterprise.
 - o For SMB, a guided flow that is more user friendly to upload their numbers, that allows "Save as Draft" option during the flow instead of having to start over.
 - o For customers with large port use cases, they can use the template feature to upload and assign DID's.

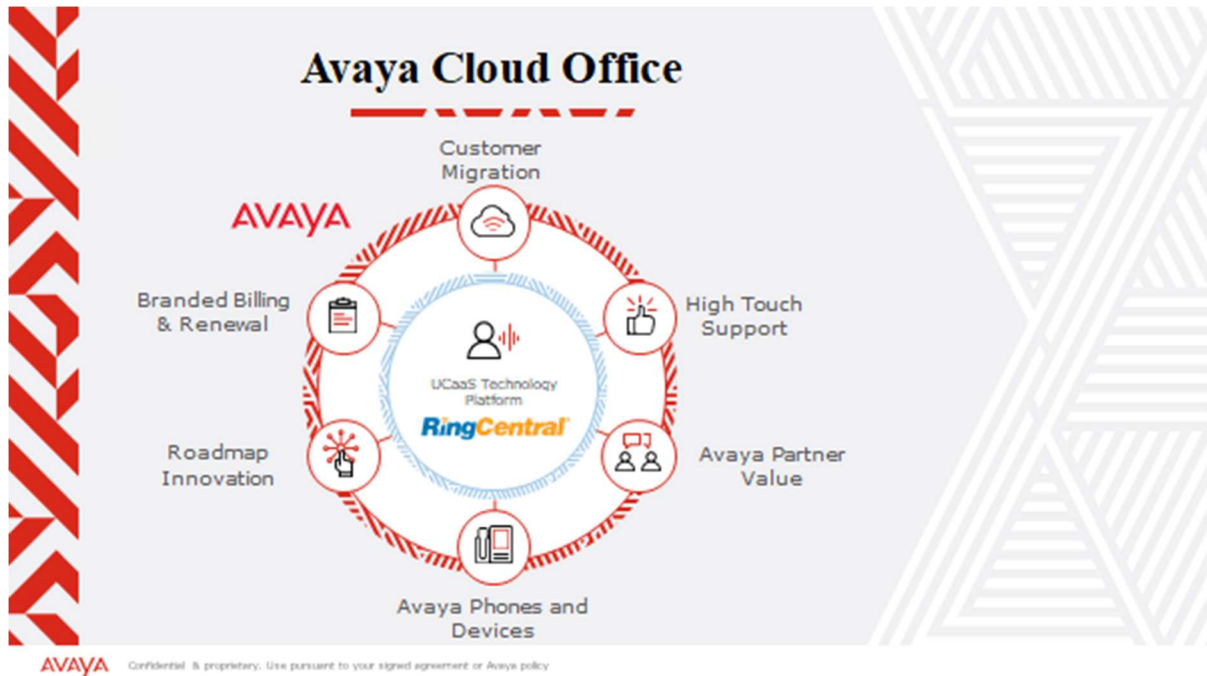
Call Handling

- Call Queue Remote Member Management-Open Beta (Contact your Avaya Sales Representative for details).
 - o Administrators, Call Queue Managers & Call Queue Members now have two status controls to increase speed of answering incoming calls while improving call queue productivity:

- Member Status - When Members are out of the office and forget to change their Accept/Take Queue Call status, they can log in to Admin Portal, navigate to the desired call queue, and remotely change the Member's Status so calls are routed to (other) available members.
 - Queue Status - Administrators and Call Queue Managers can now control member availability for individual queues using Queue Status. Pre-configure additional queue members to answer calls during busy hours and make them available quickly when needed by changing their Queue Status.
- Global Office Hot Desking for Limited Extension Devices
 - Limited extension devices assigned with a Global Office digital line may now be enabled for Hot Desking. Hot Desking allows users to log into a common device, so the device can reflect personalized features like voicemail indicators and Presence keys.
 - Hot Desking for Limited Extension devices is now supported in the following countries: Australia, Brazil, France, Germany, Hong Kong, Ireland Italy Japan Korea, Malaysia, Netherlands, Peru, Spain, UK.

2.23 Roles and Responsibilities

The Avaya Cloud Office offer represents a complete solution including surround elements such as devices, Sales, Customer Support, and Contract Management Desk as highlighted in the graphic below. Avaya owns and is responsible for all go-to-market solution elements of Avaya Cloud Office.



2.24. Feature Overview

Avaya Cloud Office delivers a complete UC solution — messaging, video, phones, apps, analytics, integrations, and more; all in a single, flexible platform.

2.24.1. Administration

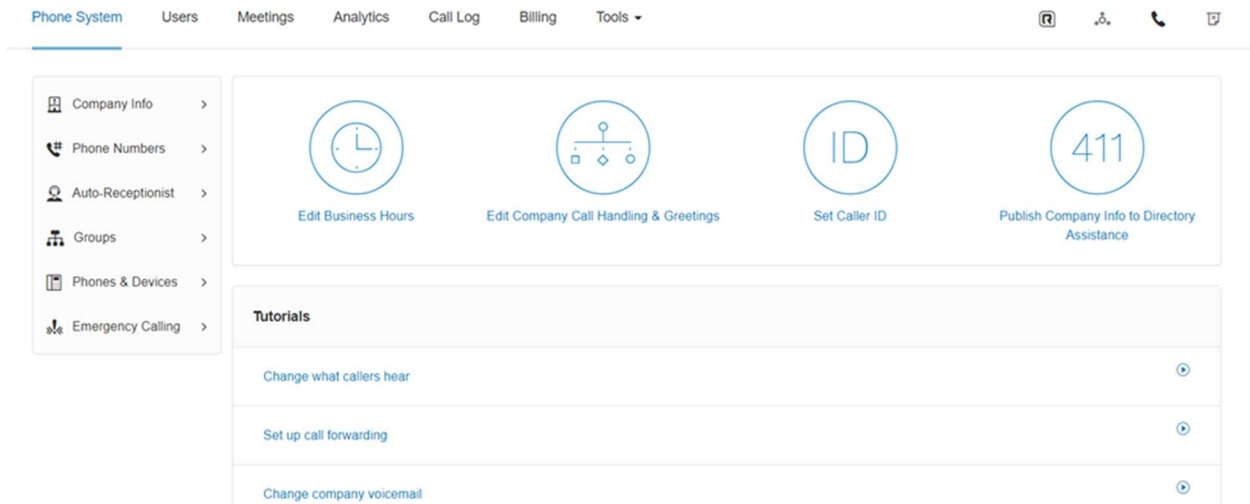
Primary users (account owners) and administrators may set up and change the Avaya Cloud Office phone system settings and assign users and extensions. Assigned users may change their voicemail greetings and call handling rules for their extensions. Administering the settings in your Avaya Cloud Office phone system is as simple as point, click, and type.

For more information on how to configure and optimize your phone system, please refer to the sections below.

2.24.1.1. System Administration

Administrators have access to the system via Service Web and can manage the system with a simple web-based User Interface (UI). For more information please refer to the [Office Admin Guide](#).

[This page](#) lists articles that can aid account administrators to fully set up their Avaya Cloud Office account.




2.24.1.2. User Administration


Users also use Service Web to access their own information as well as update their settings. As a user, you may be able to change your contact info, voicemail greeting, call handling, user hours, password, and more, but not the extension number that was assigned to you by the system administrator.

Your administrator may use the Roles and Permissions feature to control which settings users can access or edit. A role is a set of permissions that is assigned to a user. If some settings described here are not available to you, your administrator may not have granted you a role with permissions that can access or edit those settings.


User
Admin




Greeting & Call Screening




Call Handling Rules



Voicemail



Caller ID



After Hours Settings

Recent Calls
Recent Messages

🗑 Delete
🚫 Block
< Page 1 >

<input type="checkbox"/>	Type	Phone Number	Name	Date / Time	Length	Recording
<input type="checkbox"/>	↔	To: 88508	⊕ Seamus Carter	02/17/2020 1:55 AM	0:06:06	-
<input type="checkbox"/>	↔	From: 88508	⊕ Seamus Carter	02/17/2020 1:55 AM	0:00:37	-

Users can modify greetings, define call handling and review call logs, voicemail, faxes or messages. It is also possible to enable Do Not Disturb via Service Web or for a user to send a fax.

^ **Call Handling & Forwarding**

User Hours
After Hours
Settings
Custom Rules

To edit or set up the group and position the call forwarding number. [Learn More](#)

Incoming Calls Forward in this Order

🔄 Simultaneously
ⓘ

+ Add Call Forwarding Phone
⋮

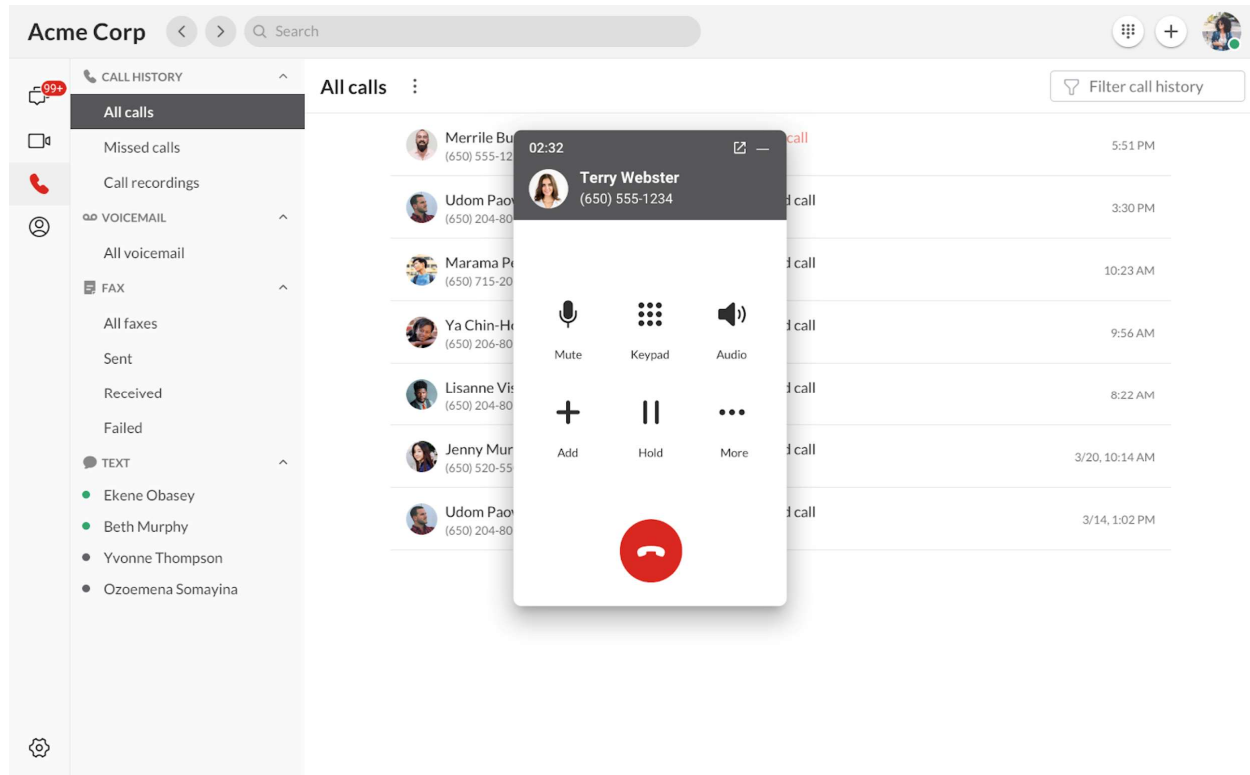
📁 Create Ring Group
🗑 Ungroup

<input type="checkbox"/>	Order	Active	Ring For ⓘ	Name	Number
<input type="checkbox"/>	1	<input checked="" type="checkbox"/>	4 Rings / 20 Secs ▾	Desktop & Mobile Apps	
		<input checked="" type="checkbox"/>	Always ring for at least 30 seconds before forwarding is completed. ⓘ		
⋮ <input type="checkbox"/>	2	<input checked="" type="checkbox"/>	4 Rings / 20 Secs ▾	Dermot Wall Existing Phone	((; 6

For more information please refer to the [Office User Guide](#).

2.24.2. Avaya Cloud Office Application

In addition to the telephony features available via desk phones described above, those features and more are also available via the Avaya Cloud Office application which is supported on both desktop and mobile devices.



Calls (audio and / or video) can be made and answered via the Avaya Cloud Office application. It is also possible to review call logs from which calls can be returned or responded to via messaging.

Voicemails can be reviewed (with transcription when available) – missed calls can be returned or responded to via messaging, as well as downloaded or deleted.

For call recordings, the user can play back the recording, return the call, download or delete the recording.

Making a call could not be easier from the Avaya Cloud Office application – just type the name of the person you want to reach, then click to call.

Once a call is active there are options within the application to mute, hold, add a party, transfer, record, park or flip (i.e. move the call to another device) the call. Once a call is conferenced via the Avaya Cloud Office application, roster information is available, and the conference owner can see the other participants and has options to disconnect parties.

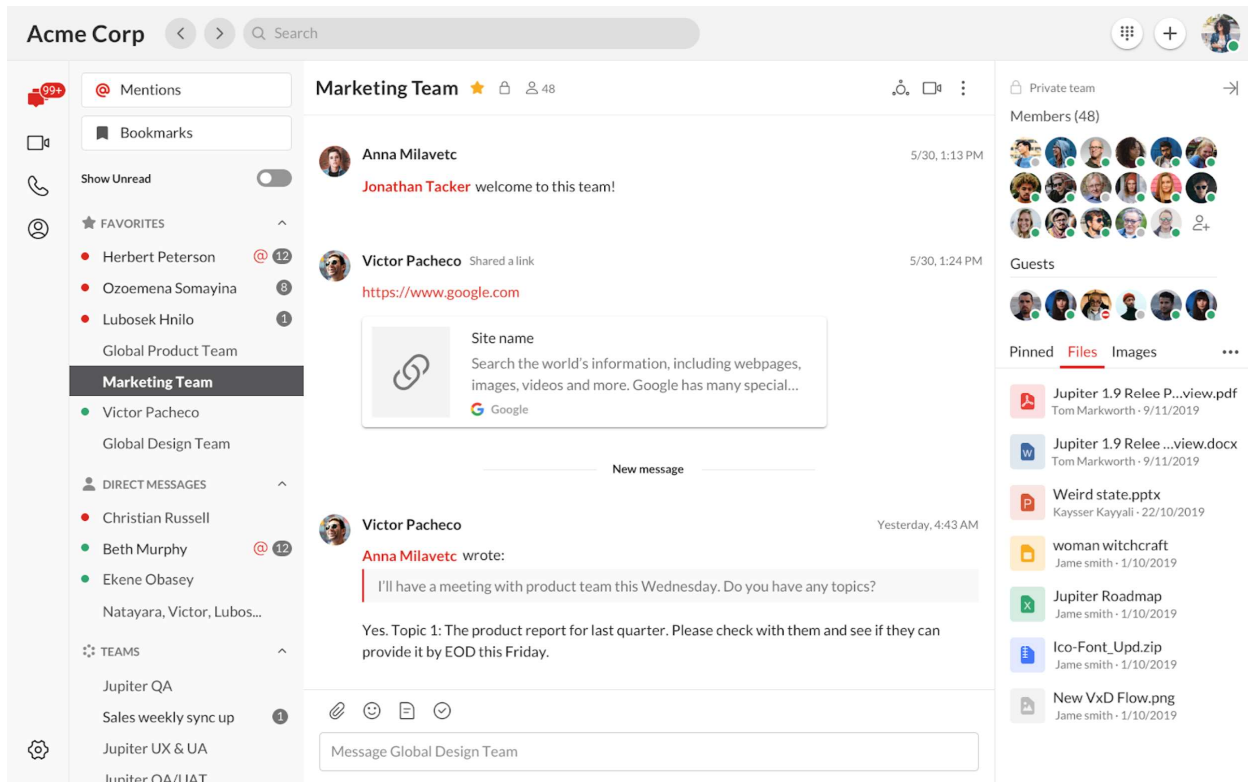
2.24.2.1. Message

The Avaya Cloud Office application also supports persistent Messaging (direct as well as teams). Persistent messaging means it is very easy for a new team member to come up to speed with history and find relevant information – as the application also allows sharing of files and links, as well as for tasks to be created and tracked. Messages can be bookmarked for later review.

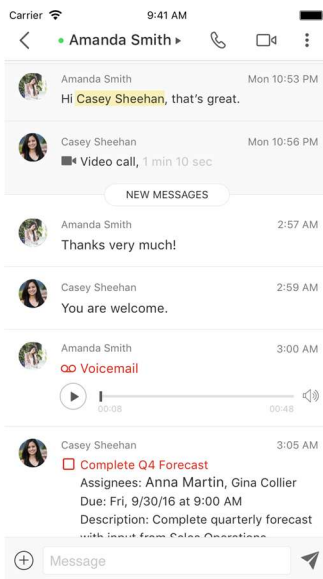
With built-in team messaging and collaboration capabilities, users can streamline their workflow with one solution.

- Chat from their phone or desktop with colleagues and clients.
- Create teams for projects, specific topics, or departments.
- Share links and files with no size or storage limits.
- Easily invite guests to teams and chats for free.

The workspace is also tightly integrated with calling and video conferencing capabilities, which means users can easily escalate from an existing chat into a live conversation



All the similar messaging capabilities are available within the mobile application



2.24.2.2. Video

Avaya Cloud Office Video delivers a fast, smart, and open solution that distinctly fits today's agile workforce. It delivers an essential video meeting experience as part of our cloud-based, integrated Avaya Cloud Office solution, which includes team messaging and phone capabilities.

Avaya Cloud Office Video is completely browser-based, so there are no downloads—no waiting while attendees fuss with incompatible devices and slow downloads. Avaya Cloud Office Video offers the rich, HD-quality experience you expect, including screen sharing and annotation, with no hassle.

Key Features:

Enterprise-Grade Video Conferencing

Connect with colleagues and customers in high definition video. Use your favorite devices, wherever and whenever for personalized and professional communication. Easily and intuitively share video and content in real-time with peers and coworkers in HD 720 video quality.

One App for All Your Communications

Avaya Cloud Office Video is part of a seamlessly unified communications experience—across desktop and mobile—that includes phone, messaging, SMS, and fax as well. Because it's one integrated communications app for phone, messaging, and video meetings, Avaya Cloud Office Video delivers a powerful contextual experience that begins prior to your meeting and extends well beyond it.

A Clean, Intuitive User Interface

Avaya Cloud Office Video's clean user interface makes it simple to understand who's speaking at any time, and also has the ability for any attendee to use an avatar. Users can quickly adjust screen sizes, view participants, and chat with individual attendees or the entire group.

Personalized Meeting Rooms

Avaya Cloud Office Video's personalized rooms allow you to have your own private space for meetings. You can schedule meetings or keep your meeting room open to allow others to filter in and out.

Document and Screen Sharing

Avaya Cloud Office Video works across all devices to allow users to share their entire screens with attendees or simply one application. Other attendees can easily take control to share their screens, as well, while users can annotate as the meeting continues.

Record and Stream

Keep track of crucial data and share vital information with unlimited cloud recording and streaming for viewing on desktop and mobile.

One-Click Scheduling

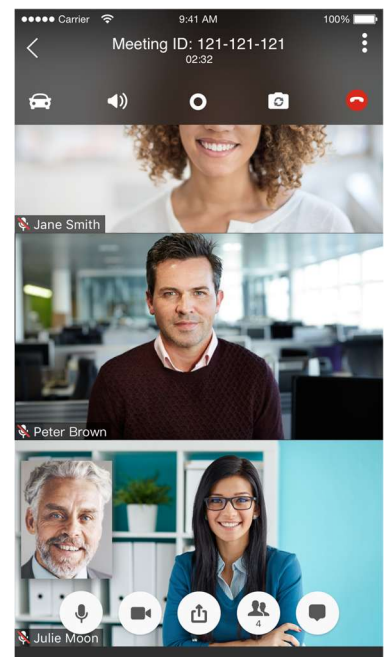
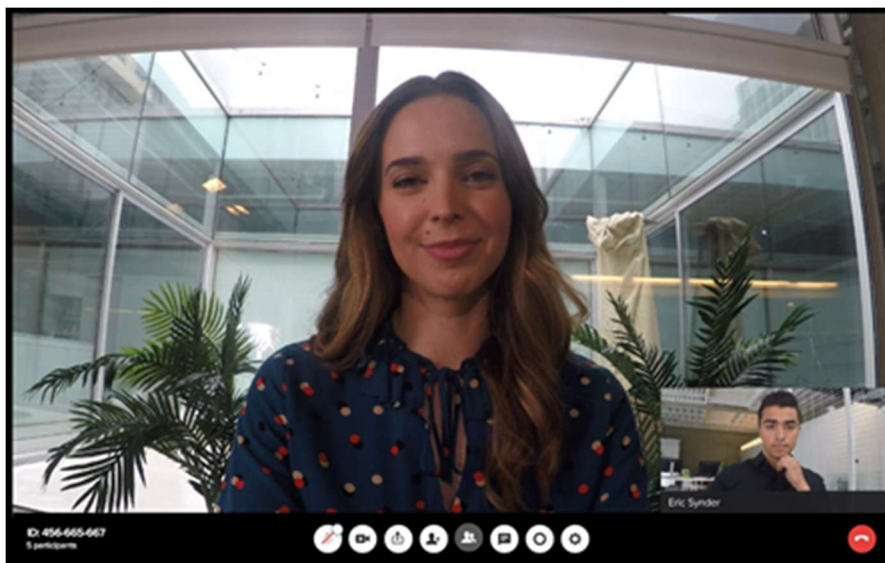
Start or schedule a video meeting directly from Microsoft Outlook® or G Suite with just a click.

Video meeting analytics dashboards

Get dashboard view of meetings usage across your organization, with the ability to drill down into user activities, such as use of video, microphone, and screen share. Our dashboard also provides an overview of the global performance of Avaya Cloud Office Video.

An Open Platform That Scales with Your Business

Avaya Cloud Office's open platform means you can connect with your most important enterprise apps—such as Office 365, Google, and Salesforce, among many others—using RingCentral. We currently feature more than 200 out-of-the-box, zero-touch business application integrations that let you schedule, host, or join meetings right from your mission-critical apps. Your developers can also use our APIs to build custom integrations to incorporate emerging technologies such as artificial intelligence and machine learning.



2.24.2.3. Desk Phone Features

In general, the Avaya Cloud Office feature set is aligned and will evolve with the RingCentral Office feature set. Below is a summary of the Avaya Cloud Office telephony feature support in conjunction with Avaya J Series endpoints and available to all four user subscription types described above.

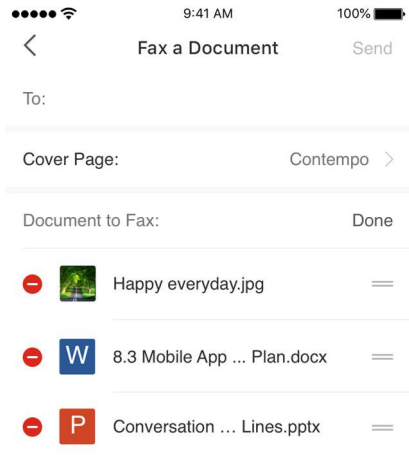
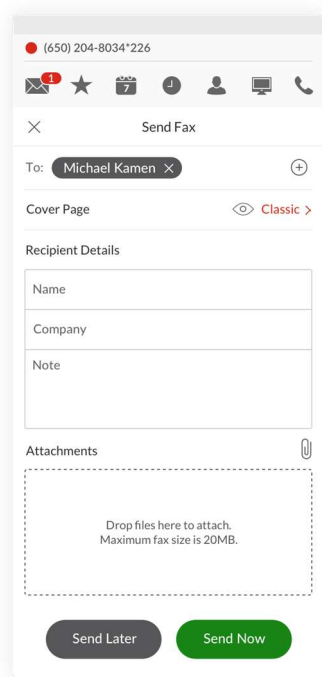
- Hold, Transfer, Mute
- Enablement of SRTP/TLS by default
- Conference
 - o Three party ad hoc conference, local to the phone
 - o Meet Me / dial-in conferencing is also available
- Do Not Disturb (DND)
 - o Local to the phone (can also be managed at user level via the Avaya Cloud Office Service Web).
- Server-based DND
- Call Forward
 - o Local to the phone (can also be managed at user level via the Avaya Cloud Office Service Web).
 - o It is recommended to use Avaya Cloud Office Service Web to avoid conflicts with other call handling rules.
- Voicemail and Message Waiting
 - o Voicemail can be accessed using the message button on the phone.
 - o Voicemails are retrieved via the Avaya Cloud Office voicemail IVR (i.e. DTMF codes).
- Call Page
 - o Paging is one-way broadcast on one or multiple devices/users.
 - o Paging is supported for paging groups only – not for extensions.
 - o A page cannot be answered on a desk phone receiving the page.
- Call Park
 - o Calls can be parked to a Park Location and retrieved by calling that number.
 - o The Park Location is provided to the user via an audible prompt, upon parking the call.
 - o It is possible to configure Private as well as Public Park Locations.
- Avaya Call Park and Page
 - o This feature is available for every Avaya Cloud Office user
 - o One press of the (combined) Call Park and Page button, kicks off a sequence of events as described below:
 1. User is active on a call – press Park and Page button
 2. System automatically parks the call on first available slot from Central Park Range (the dynamically assigned park slot is displayed to the user – cannot be changed)
 3. Page soft key is now offered automatically – the user can choose the target of the page. Scroll through the available Page Target Group list to select one, then press Page, deliver the information, and hang up.
 4. To retrieve the call – dial the parked number from any phone
- Intercom
 - o Intercom is a peer-to-peer, two-way communication between two devices/users.
- Call Recording

- Press *9 during an active call to start / end recording.
- Call Flip / Call Switch
 - Call Flip allows an active call to be “pushed” from a desk phone to an Avaya Cloud Office application or other number.
 - Call Switch allows an Avaya Cloud Office application to “pull” an active call from the desk phone.
- Corporate directory – search the Avaya Cloud Office customer directory
- Phone Presence (BLF)
 - Indication of alerting call on another user and ability to answer.
 - Press the BLF key to call the user.
 - BLF key can be used as a shortcut for active call actions (Hold, conference, etc...)
 - Monitor, Whisper, Barge-in and Takeover are not currently supported – can be achieved via DTMF codes only at this time.
 - Users need to be included in a Call Monitoring Group.
- Bridged Call Appearance (BCA)
 - Only available with Avaya Cloud Office and J-Series Phones
 - Bridged Call Appearance (BCA) lets a primary number appear on several phones.
 - Supports numerous Boss/Secretary scenarios where multiple delegates can act on behalf of the owner. Supported call scenarios:
 - Call on behalf, Hold and pickup within the group, Join calls (Barge In)
 - Each Delegated Line have one Owner and up to 10 Delegates.

2.24.2.4. Fax

Avaya Cloud Office Fax allows you to send and receive faxes online from many applications with secure faxing, fax alerts, and Microsoft Outlook integration.

- Send and receive faxes from computers, smartphones and tablets with ease.
- Send faxes online to groups, block faxes without caller ID, and receive notifications of all activity.
- Keep existing fax numbers or choose toll-free or local numbers.
- Seamlessly receive your online fax messages when you're on the phone.
- Receive faxes anywhere as PDF email attachments or view them online.
- Send faxes easily from any Microsoft® Office application.
- Transmit faxes securely over an encrypted connection.
- Store faxes in a password-protected online account.
- Edit and sign faxes electronically with free, easy-to-use fax software.
- Get instant alerts by SMS, email, or on your computer when you have a new fax.



2.24.3. Global Office

Global Office brings Avaya Cloud Office capabilities to 40+ international locations with international phone numbers in over 100 countries and enables businesses to seamlessly connect their global workforce with one secure and integrated service. Users in all supported locations have a unified user experience in communications and collaboration via calls, online meetings, team messaging, and fax across all devices.

Consolidate your bill and streamline your multinational expenses with Global Office. Purchase Avaya Cloud Office for your headquarters in the United States, Canada, Australia, United Kingdom, and certain EU countries and receive your invoice in your local currency. Global Office can be added to Standard and higher licenses to provide local cloud PBX services in international locations.

Note that, if and when available, the Customer must have a billing entity in one of the Avaya Cloud Office countries (US, Canada, UK, Australia, France, Netherlands, Ireland, Germany, Italy, Spain, Belgium, Austria, Portugal, as well as Singapore in April, 2022), in order to connect to service in the 40+ other countries.

Global Office may not be a good fit for customers with more than 30% of seats outside of the home country, customers with multi-currency requirements, or customers with significant footprint not covered by Avaya.

International call bundles are a good option for companies that make international calls regularly. In addition to significant cost savings, businesses can unreservedly keep in touch with Customers and suppliers, forecast their costs, and avoid surprise bills. The call bundles support calling international landlines, mobile numbers, toll-free, and/or premium/non-geographical destinations and are available to Customers with 2 or more users. Calling credit bundles can be purchased monthly and any remaining credits will not roll over into the next month. Overages will be billed at standard international rate.

Each Global Office digital line includes 1,000 regional outbound calling minutes to landlines and mobile destinations* pooled across the entire account. Once minutes are consumed, calls are billed at an international cost per minute.

- Exceptions: Argentina, Brazil, and Peru - Customers will be charged by usage with in-country calling rate and international calling rate for outbound calls. Inbound calls are free.
- *Mobile minutes are not included for all countries - see chart below for exclusions.

Below is a list of the 40+ countries where Avaya Cloud Office Global Office is supported.

Argentina	Australia	Austria	Belgium	Brazil	Canada
Chile	China (Gateway)	Colombia	Costa Rica	Croatia	Czech Republic
Denmark	Estonia	Finland	France	Germany	Greece
Hong Kong	Hungary	Ireland	Israel	Italy	Japan
Luxembourg	Mexico	Netherlands	New Zealand	Norway	Peru
Philippines (Gateway)	Poland	Portugal	Puerto Rico	Romania	Singapore
Slovakia	Slovenia	South Africa	South Korea	Spain	Sweden
	Switzerland	Taiwan (Global Office Premium)	United Kingdom	United States	

Global Office users may use their pooled/shared outbound calling minutes to call countries within their same calling region (see chart below).

North America	EMEA	APAC	LATAM
----------------------	-------------	-------------	--------------

Canada US Puerto Rico	Austria Belgium Croatia Czech Republic ¹ Denmark Estonia Finland France Germany Greece Hungary ¹ Ireland Israel ¹	Italy Luxembourg Netherlands Norway Poland Portugal Romania Slovakia ¹ Slovenia Spain South Africa Sweden Switzerland UK	Australia China ¹² Hong Kong Japan ¹ Malaysia New Zealand Singapore South Korea Taiwan	Argentina ^{12*} Brazil ^{12*} Chile ¹ Colombia Costa Rica Mexico Peru ^{2*}
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¹ Mobile calling is NOT included.

² Does not come with 1,000 shared outbound minutes.

* Calling from these countries to the same calling zone will be charged by usage.

- Minutes which come with a Global Office digital line cover outbound calls to countries within the same regional calling zone. (Some mobile calling may not be covered by the shared minutes).
- For the North America brand, all calls from international branch offices to US and Canada numbers are unlimited, no matter if a Global Office digital line or IVN is added to the account, as they are covered by unlimited US and Canada calling minutes.

Global Office Unlimited is a unique offering for clients who require one price for Unlimited Global Calling.

- Available to new US and Canada accounts with 250+ digital lines (DLs).
- Entire account must subscribe to this plan for it to be offered.
- Connects to your customers with a predictable, fixed price calling plan.
- Outbounds calls cover both landline and mobile.

The following countries are included in Unlimited Global Calling. Countries not listed will incur usage charges.

North America	Europe	Latin America	Asia	Oceania	Middle East	Africa
---------------	--------	---------------	------	---------	-------------	--------

US Canada Bermuda Puerto Rico	Andorra Austria Belgium Bulgaria Croatia Cyprus Czech Rep. Denmark Faroe Islands Finland France Germany Greece Hungary Iceland Ireland Italy Latvia	Liechtenstein Lithuania Luxemburg Malta Netherlands Norway Poland Portugal Romania Russia Serbia Slovakia Slovenia Spain Sweden Switzerland Turkey Ukraine UK	Argentina Bahamas Barbados Brazil Chile Colombia Costa Rica Dominican Rep. Ecuador French Guiana Guadeloupe Guatemala Honduras Jamaica Martinique Mexico	Netherlands Antilles Panama Paraguay Peru Uruguay Venezuela Virgin Islands	Bangladesh Bhutan Cambodia China Hong Kong India Indonesia Japan Kazakhstan Laos Malaysia Mongolia Nepal Pakistan Philippines Singapore S. Korea Sri Lanka Taiwan Thailand Turkmenistan Uzbekistan Vietnam	Australia New Zealand	Bahrain Israel Jordan Kuwait Saudi Arabia UAE	Angola Egypt Kenya Lesotho Mayotte Mauritius Namibia Nigeria S. Africa Swaziland
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International Virtual Numbers (IVN) help eliminate any concerns Customers might have about international calling fees or business costs by displaying a number that's local to that region as your caller ID.

IVNs are ideal for:

- Companies that have no physical branch offices but need local presence.
 - Due to regulations, some countries require in-country proof of address
- Companies that have local offices but only need inbound calling.
- Companies looking to create an international market presence.

See this [link](#) for the list of supported countries for IVN

Below is a comparison of Global Office and International Virtual numbers.

	Global Office	IVN
Business need	Ideal for companies who need <u>inbound and outbound calling</u>	Ideal for companies who need <u>inbound calling only</u>
Includes digital line (DL)	Y	N
Regional dial plans with shared outbound calling minutes to countries in same calling zone	Y ¹	N
Free inbound calling	Y ²	Y ²
Requires a dedicated phone ³	Y	N
Local number support	Y	Y

Extension-to-extension dialing	Y	Y
QoS for local calls (via regional POP)	Y	N
Emergency services	Y ⁴	N
Support outbound caller ID	Y	N

¹ Argentina, Brazil, Peru, and Taiwan do not come with any calling minutes.

² Calls in certain countries may be charged at inbound calling rates.

³ Adding an international number to the account/extension without assigning a device (hard phone or softphone) will be treated as an IVN, where outbound calls will be charged with international rates. A Global Office number needs to be assigned to a hard phone or Avaya Cloud Office for Desktop.

⁴ Emergency services for certain countries or area codes may not be supported.

IVN Toll Free Numbers are toll-free numbers which can be dialed from landlines with no charge to the person placing the call in a given country. Such numbers allow callers to reach businesses and/or individuals without being charged a long-distance fee for the call.

Toll-free numbers are particularly common for customer-service calling. Depending on the country / market mobile callers may be blocked or will be charged for airtime minutes used during a toll-free call unless they have an unlimited plan.

IVN Toll Free numbers have a one-time setup fee per number and a monthly cost per number.

Shared Cost Numbers are preferred by Customers in certain countries. Characteristics include:

- Both caller and recipient pay for the call
- Calls are cheaper for recipient vs. toll-free
- Caller's costs vary based on their carrier
- Only need one number to get national coverage
- Works for both landline and mobile numbers
- Common for businesses of all sizes. Customer service numbers are typically shared cost numbers.

Premium Conferencing provides premium numbers in countries where numbers have inbound calling charges (e.g., India or Dubai) as well as the ability to purchase toll-free dial-in numbers.

The price for Premium Dial-in Numbers is based on current International Number pricing. Calls to Premium Conference numbers are metered and usage is billed to the account.

Avaya Cloud Office is available in over 15 languages, providing the flexibility to change your language settings, set up multilingual IVRs, and receive localized voice prompts. Below are the languages supported:

- Simplified Chinese
- Traditional Chinese (Taiwan)
- Traditional Chinese (Hong Kong)
- US English
- UK English
- French
- Canadian French
- Dutch
- German
- Italian
- Japanese
- Korean
- Brazilian Portuguese
- Portugal Portuguese
- Spanish
- Latin American Spanish

2.24.4. EU Calling Rules

Below is a summary of the billing methodology for various calling scenarios in the EU region.

- Extension to extension calling is included ('free')
- Inside 'EMEA region', landline calls are included, up to the max of the pooled call minutes (per month)
 - 'EMEA region' = *Germany, France, Netherlands, the UK, Switzerland, Ireland, Spain, Sweden, Denmark, Finland, Norway, Belgium, Austria, Portugal, Italy, Israel, Luxembourg, Czech Republic, Romania, Poland, Slovakia, Hungary, Croatia, South Africa, Estonia, Slovenia, and Greece.*
- Inside 'EMEA region', fax calls to included destinations are included, up to the max of the pooled call minutes (per month)
- Inside 'EMEA region', mobile calls are generally included, up to the max of the pooled call minutes (per month)
 - Mobile minutes are currently not included in Czech Republic, Hungary, Israel, Slovakia, and certain Italian virtual mobile service provider numbers
- Minutes for 'EMEA region' calls on a system are pooled (example: 10 users with 1000 minutes each, means a pool of 10,000 mins for the month)
- Minutes not used in one month do not carry over to the next month
- Minutes are per month, no matter if the customer has a monthly or annual contract
- Calls to countries outside 'EMEA region' are charged at the regular international call rates. For EU based systems please visit:

<https://www.ringcentral.fr/support/international-rates.html> or
<https://www.ringcentral.ie/support/international-rates.html>

- When the pooled minutes are exceeded, calls are then charged at the listed call rates
 - For call rates in the following countries refer to Service Web - billing tab
 - *Austria, Belgium, Denmark, France Germany, Ireland, Italy, Luxemburg, Netherlands, Norway, Portugal, Spain, Sweden, Switzerland, UK*
 - For other international destinations please visit:
<https://www.ringcentral.fr/support/international-rates.html> or
<https://www.ringcentral.ie/support/international-rates.html> or Service Web
 - For Inbound Free Phone minute rates, please refer to the Service Web - billing tab
- System can be administered such that it will automatically add 20 or 100 euro credits when at the end of the pooled minutes (larger amounts can also be supported via a request to Avaya support). Alternatively, International Call Credit Bundles are available as a purchase option (many packages of differing sizes).

2.24.4. Analytics

Avaya Cloud Office offers a suite of reports and dashboards, accessible via the analytics portal. These reports have been built to address IT and Line of Business (LoB) needs and provide valuable insights into your communications and collaboration system. This robust reporting platform can be accessed anytime and from anywhere, via the web

(<https://analytics.cloudoffice.avaya.com/>), the service web

(<https://service.cloudoffice.avaya.com/>) or from the Avaya Cloud Office App.

Account Administrators and users with administrative privileges can access the analytics portal.

Most reports are available to all Standard, Premium, and Ultimate Edition Users. Exceptions are listed below.

The Device Status Report can only be accessed by Ultimate Edition Users.

Live Reports is available as a paid add-on for any Avaya Cloud Office Customer. There is an incremental cost for each agent or supervisor at your company who accesses the feature.

The following reports and dashboards are relevant for IT admins:

Name	Description	Key KPIs
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<p>Adoption and Usage</p>	<p>The Adoption and Usage report helps IT admins and change leaders gain complete visibility into Avaya Cloud Office usage and adoption across the organization. They are able to understand user trends, behaviors, and preferences better. This data can also be leveraged to identify focus areas and run programs to get the most out of the Avaya Cloud Office system.</p>	<p>Pre-set time ranges. Active users (by department, site), active user trend, total enabled users, device type, usage frequency.</p>
<p>Device Status</p>	<p>The Device Status Report allows the System Administrator to proactively monitor the company's hard-phone infrastructure, track issues impacting the users' hard phone connectivity, network stability, as well as to troubleshoot problems reported by users regarding service availability on the hard phones.</p>	<p>Near real-time. Locations with problematic devices, Device history (total offline/online time, ISP/ASN, location, emergency address), list of unprovisioned devices.</p>
<p>Quality of Service</p>	<p>Quality of Service Analytics gives admins access to a real-time dashboard to proactively monitor call quality and reactively troubleshoot issues for all users across the globe. Using this data, quality issues can be tracked down to the exact location, ISP, network, and endpoint. The report also offers easy-to-understand quality scores and underlying data including jitter, latency, packet loss, and codecs.</p>	<p>Custom time range. Quality monitor, Quality by ISPs, Endpoints, Networks, Extension and call level details, Quality score and parameters, Monthly summary statistics of quality.</p>

Alerts	Alerts help admins set up automated monitoring of critical parameters such as call quality and device connectivity status. When issues are detected, admins receive alert notifications via email or Avaya Cloud Office App and can start troubleshooting faster. Using this feature, admins are able to proactively resolve problems before they impact users and dive into recurring issues for deeper analysis and investigation.	List of all alerts, Alerts trend, triggered alerts log with ability to deep dive.
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The following reports and dashboards are relevant for LOB managers:

Name	Description	Key KPIs
Company Numbers	This report helps monitor and analyze the performance of company numbers over time (IVR, customer service, campaigns or international numbers). Line of Business managers can use this data to streamline workflows and maximize coverage for incoming calls. The ability to drill down helps with tracking success metrics and identifying areas of improvement.	Custom time range. # inbound, # answered, # missed, avg. handle time, # holds, avg. hold time, # parks, # transfers, avg. calls/day
Live Reports	Live reports dashboard offers a highly customizable, widget-based, real-time call queue monitoring system. With this data, call queue managers gain invaluable insights into agent performance and can focus on delivering positive customer experiences. A better understanding of queue patterns and trends also helps ensure efficient staffing and SLA management.	Real-time. Agent count and status, # inbound, # outbound, total talk time inbound, total talk time outbound, # calls waiting, Average speed of answer, # answered outbound, # unanswered outbound
Performance Reports	This report offers easy-to-read dashboards, surfacing historical data	Historical. Total calls, avg. calls/day, # inbound, # outbound, #

	and trends on call queues, users, and calls. 30+ pre-built KPIs and targeted filters enable LOB managers to drill down and analyze queues, user performance, and call flows with visual call maps.	answered, # missed, avg. handle time, # holds, avg. hold time, avg. speed of answer, # refused, avg. wait time, longest wait time, % SLA (and many more)
Subscriptions	Subscriptions allow LOB managers to receive auto-generated Performance and Company Number reports via email at the selected frequency.	

2.24.5. Integrations

Avaya Cloud Office offers a wide range of integrations across CRM, Customer Support, Productivity, Collaboration, and automation applications. Customers can bring advanced communications into the business applications they use every day, with the ability to have features such as: click-to-dial, call analytics, call logging and faxing all from within the one interface.

By integrating applications like Office 365 and G Suite with Avaya Cloud Office, organizations are able to drive productivity by providing one consolidated interface to access their phone, fax, and messages when they need it.

By integrating a cloud-based calling tool with a CRM platform like Salesforce, users can automatically store call records within the CRM platform and use it to keep track of call outcomes. Click-to-dial and screen pop of Customer data can also be offered within the CRM platform. Reports are available across a team in terms of total calls, average duration per call and amount of calls per day etc.

Third-party integrations are not part of the Services and Customers should understand that they must evaluate the third parties' data privacy, security or contractual terms. For the avoidance of doubt, third-party integrations are not covered by a Business Associate Agreement, Data Processing Agreement, Security Addendum, Service Level Agreement, or the Agreement.

See this [link](#) for more details on integration opportunities.

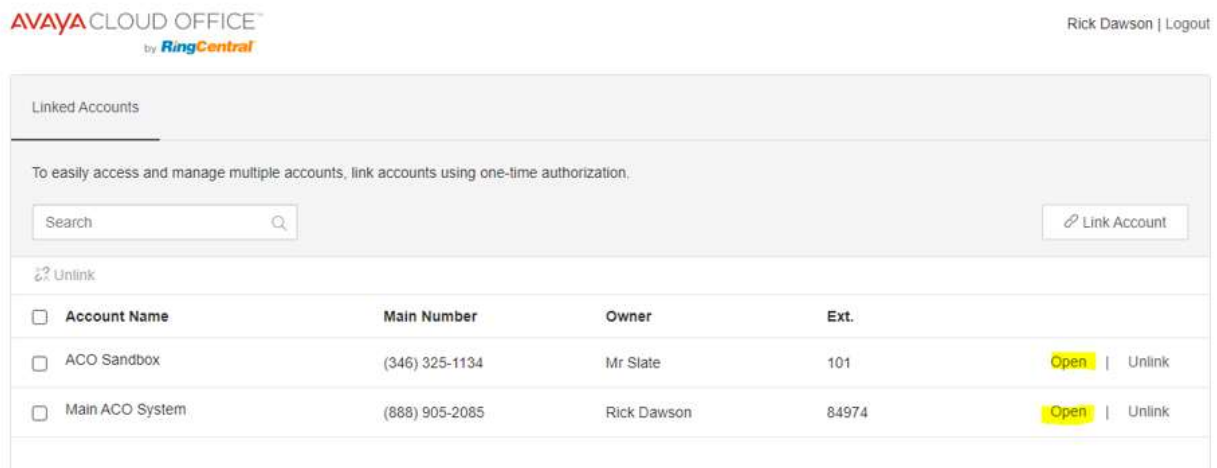
2.24.6. Multi-Account Administration Portal

Multi-Account Administration provides the following benefits:

- Centralizes access for multiple Avaya Cloud Office accounts.
- Allows access to multiple Avaya Cloud Office accounts from a single login.
- Easily switch from one account to another through the portal.

The Multi-Account Administration portal is here: <https://accounts.cloudoffice.avaya.com/#/login>

Prerequisites are that each Customer must set them up with an Administrator login on the Customer Account.



AVAYA CLOUD OFFICE™
by RingCentral

Rick Dawson | Logout

Linked Accounts

To easily access and manage multiple accounts, link accounts using one-time authorization.

Search

Unlink

<input type="checkbox"/>	Account Name	Main Number	Owner	Ext.	
<input type="checkbox"/>	ACO Sandbox	(346) 325-1134	Mr Slate	101	<input type="button" value="Open"/> <input type="button" value="Unlink"/>
<input type="checkbox"/>	Main ACO System	(888) 905-2085	Rick Dawson	84974	<input type="button" value="Open"/> <input type="button" value="Unlink"/>

To login to an account:

- Click the Open link for the account. A new browser tab is launched and you are automatically logged into Admin Portal for the account.

To Add Accounts to the Portal:

- Click Link Account. Enter the credentials of the account. Click Login.

2.25. IP Office Integration

It is possible to connect Avaya Cloud Office with Avaya IP Office via SIP trunks today. This requires engagement with Avaya Cloud Office Professional Services. Starting with Avaya Cloud Office R5, Avaya is making efforts to simplify this process by supporting faster time to quote and documentation of the configuration and supported features.

The following describe scenarios where using a SIP trunk to connect Avaya Cloud Office and IP Office might be considered:

- Large multi-site IP Office deployment with one location that is on a long-term trunk contract at one site, but wants to move the other IP Office users to Avaya Cloud Office.
- Multi-site IP Office deployment and customer wants to move to Avaya Cloud Office over time.
- IP Office customer is in a historic/heritage building with “2-wire”, using digital phones that can’t re-wire to Ethernet or use WiFi.
- IP Office customer with many analog extensions where a large number of ATAs is not a good solution.

Solution Considerations

Consider the following when evaluating the SIP trunk option to connect IP Office and ACO.

- Common dial plan and extension to extension dialing between the IPO and ACO systems can be supported to a maximum of 8 digits and ensure there are no overlapping extensions between ACO and IPO.
- Configuration requires an Avaya SBCE on the customer premises
- The Avaya IP Office and SBCE implementation must be completed by an implementation certified Partner or Avaya Professional Services.
- The ASBCE and IP Office must be licensed for SIP trunks to match the required simultaneous call paths between ACO and IP Office. If the IPO doesn’t currently have SIP trunk licenses, then the IP Office platform needs to be at a version at which they can be purchased (R10-R11.1) and PLDS.
- Additional recurring trunking charges (per simultaneous call) will apply.
- Requires Avaya Cloud Office Professional services for setup of the ACO (Cloud) SBC. The ACO Partner/agent can create an ACO quote in the ACO portal and there is an option for “engage proserv” to complete an implementation questionnaire which is then forwarded to the Avaya Professional Service team.

For questions about the SIP trunk options for Avaya Cloud Office, contact your Avaya sales representative.

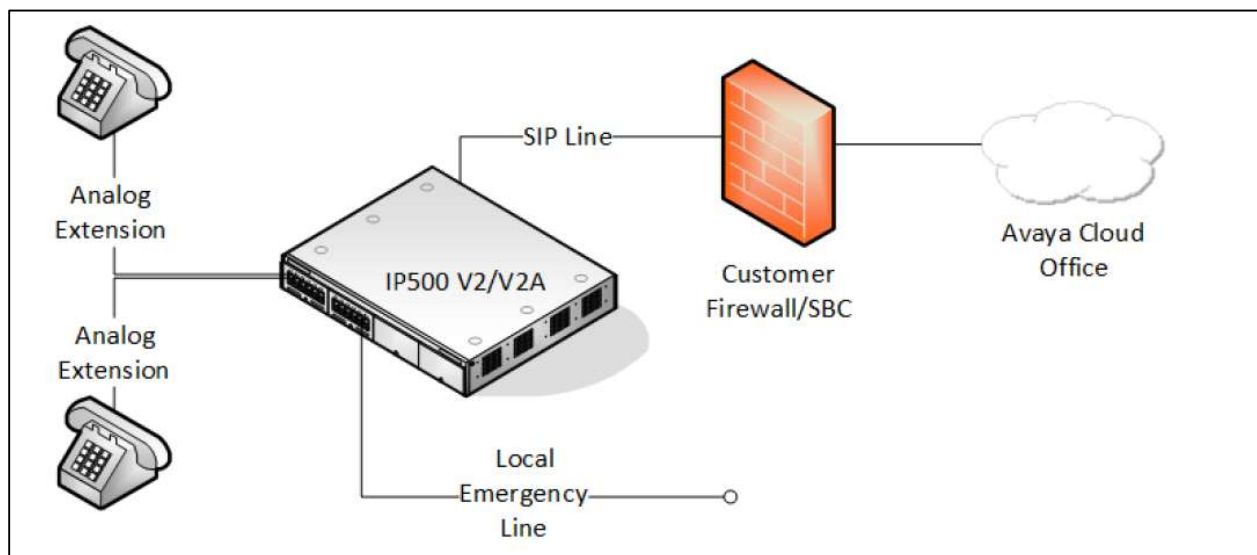
2.26. Support of IP500v2 as an ATA device for Avaya Cloud Office

With release 22.2, the support for IP500v2 as a high density analog gateway/adaptor has been introduced for the North America market, via manual configuration.

What does this mean:

- With the right configuration, IP Office operates as an ATA Gateway for Avaya Cloud Office

- In this mode, IP Office analog extensions connect to Avaya Cloud Office as Avaya Cloud Office extensions
 - Up to 300 analog extensions can connect to ACO
- The IP Office (IP500 V2/V2A) uses a SIP trunk(s) to connect to Avaya Cloud Office (see configuration below)
 - Each SIP trunk supports up to 30 analog extensions.
- Calls made from the Analog Extensions will be delivered through ACO, like any other ACO extensions
 - Maximum 40 concurrent calls supported (based on the IP Office hardware).
 - Note only SRTP
- Emergency calls during the sunny / rainy days will be handled by IP Office consistently
- Configuration solution only supported for North America at this time
- When using an IP Office system to support Avaya Cloud Office extensions, Avaya only supports limited IP Office features pertaining to Analog phones (Enabling any other features may cause unexpected or incorrect operation)



Pre-requisites for this functionality:

- The manual configuration **MUST** be done by an IP Office certified partner
- Required Licenses
 - Essential Edition
 - SIP Trunk Channels
- Optional Licenses
 - IP500 Universal PRI (Additional channels)
- IP Office Hardware Requirements
 - IP500 V2/V2A Control Unit
 - Voice Compression Module (VCM) Ports
 - Avaya Analog Extension Cards

- IP Office optional Hardware
 - Analog Extension Port Modules
 - Local Trunk (Analog, PRI or SIP)
 - 4-Port Expansion Card
- ACO certificates in IP Office Trusted certificate store
- Minimum Software Requirement Release 11.1 FP2, SP2
- Active IPOSS support agreement

Refer to the “IP Office Deploying IP Office as an Avaya Cloud Office Gateway” configuration guide for additional details

2.27. Connectivity options

Avaya Cloud Office supports several connectivity options depending on Customer requirements.

- Over the Top (OTT)
- MPLS/SDWan
- Cloud Connect

The table below summarizes the Pros and Cons of the various connection options:

	Multi-Protocol Label Switching (MPLS)	Software Defined Wide Area Networking (SD-WAN)	Broadband and Mobile (DSL, Cable, LTE, 3G/4G)
About	“Labels” optimize packet routes via predetermined paths to the destination on a virtual private network	Replaces traditional routers with network appliances (often virtual), that route traffic based on customer-defined, application-level rules and policies	Connecting over Public Internet, “Over the Top”
Impact on UCaaS	Ability to control traffic routing, prioritize services (e.g. Direct voice and video traffic to low-latency routes across the network)	Optimize available bandwidth by prioritizing latency-sensitive application traffic (e.g., VoIP or video conferencing) over less sensitive applications (e.g., file transfers or email) Is seen	Common connectivity method but offers no advanced techniques to ensure priority for real-time cloud applications, such as UCaaS
Pros	<ul style="list-style-type: none"> • Considered the ‘linchpin’ for networking needs • Flexible, Scalable, ‘Under Control’ • Considered more Secure 	<ul style="list-style-type: none"> • Networking performance can be similar (if not equal) to MPLS • Centrally manageable, ability to make network changes when needed 	<ul style="list-style-type: none"> • Most affordable option • Low recurring costs, No specialized personnel or infrastructure • Flexible – Mobile users

		<ul style="list-style-type: none"> • Lower Overhead and Management Costs 	
Cons	<ul style="list-style-type: none"> • Expensive to implement and maintain • Bandwidth and Service Provider dependent 	<ul style="list-style-type: none"> • Service Provider needs to monitor quality, track performance metrics and SLAs • Requires path redundancy (multiple broadband links) to be effective 	<ul style="list-style-type: none"> • QoS not guaranteed over public internet • Poor cellular coverage and spotty reception

2.27.1. Cloud Connect

Cloud Connect is an option for Customers to connect directly to a designated data center. This is typically required for Customers such as large enterprises that have a higher level of requirement for privacy, availability, and quality assurance.

The Customer is responsible for connectivity to the Avaya Cloud Office Cloud and several methods are possible including physical interconnect and router installation in the datacenter.

2.28. Unsupported Features

The following summarizes unsupported features with Avaya Cloud Office.

- RingCentral InContact Contact Center
- Pause functionality on automatic call recording between Avaya Cloud Office users; Pause functionality is supported for PSTN calls.
- RingCentral Persist

3.0. Service Details

3.1. Commercial Model

Pick the right subscription type to customize the Avaya Cloud Office solution for your business. Pricing varies based on payment terms and users. Pay annually and save up to 33% versus monthly. There are price breaks at 2 users, 20 users, and 100 users and higher. Contact your Avaya Sales representative for a detailed quote.

The Service term will begin on the start date of the initial order and continue for the initial term. Upon expiration of the initial term, recurring Service will automatically renew for successive periods of the same length as the initial term.

The term of recurring Services added to the account after the initial order is submitted will start on the start date of the subsequent order, will run co-terminously with the then-current term of any pre-existing Services, and will be billed on the same billing cycles as the pre-existing Services. Recurring charges are billed in advance in the frequency set forth in the order form, and usage-based and one-time charges are billed monthly in arrears.

For Avaya Cloud Office Customer accounts less than \$500 Monthly Recurring Revenue (MRR), Customer payment must be via credit card. For Customer accounts greater than \$500 MRR, Avaya Cloud Office Customers can request invoice billing approval which takes approximately 48 hours for approval and set-up.

Limited Extension/Digital Line (DL) Basic

An Avaya Cloud Office Limited Extension (also referred to as a Digital Line Basic) is an extension offered with a lower price and a limited feature set compared to a full extension. Listed below are the different features and limitations of a Limited Extension/Digital Line Basic.

This allows Avaya Cloud Office Administrators the flexibility to purchase limited extensions for several common area phones that are not tied to a specific user (conference room, lobby, break room etc.).

In EMEA region (with the exception of the UK), a limited Extension/Digital Line Basic is a prerequisite for hot desking. In the UK, users can hot desk to a Common phone.

Some limitations of the Limited Extension/Digital Line Basic include no Softphone or Mobile application, no mailbox, Intercom paging is not supported, and e-FAX is not supported. FAX via an ATA on a Limited Extension is supported.

3.2. Cancellation/Termination

Refer to the [RingCentral Terms of Service](#) for details on Termination.

3.3. Partner Lab/Demo Systems

Avaya is offering Avaya Cloud Office Partners 25% off the Avaya Cloud Office subscription and phone price, for any edition and any number of users. Partners must sign up for a two year

contract commitment; pricing varies based on number of users and the Avaya Cloud Office user edition selected.

- Limited to one account per partner
- Account must be ordered with the Partner ID assigned
- Account name must be partner's company name
- Not applicable to existing RingCentral accounts
- Not applicable to annual plans
- Applicable to any edition: Essentials, Standard, Premium, Ultimate
- Number of phones cannot be greater than the number of users

Contact your Avaya Channel Account Manager (CAM) to open an opportunity in the Avaya Cloud Office portal and run a quote. The CAM will create a special bid requesting the discount.

3.2. Proof of Concept

Customers may have the opportunity to engage in a proof of concept for a limited number of users. The proof of concept is subject to approval, and if approved an evaluation agreement must be signed by the customer. The duration of the proof of concept is no longer than 30 days. Work with your Avaya Channel Account Manager to submit the proof of concept form in the Avaya Cloud Office Portal.

4.0. 911/E911 Emergency Services Policy

Avaya Cloud Office, if properly configured with an interconnection or PSTN service, provides access to emergency calling services, allowing most Avaya Cloud Office users to access either basic 911 or Enhanced 911 (E911) service. Avaya Cloud Office users with a Digital Line, using IP Desk Phones or Softphones, can dial 911 directly from their IP Desk Phones or Softphone. VIRTUAL EXTENSIONS AND MOBILE USERS WITHOUT A DIGITAL LINE CANNOT COMPLETE 911 CALLS.

Emergency calling services work differently than you may have experienced using traditional wireline or wireless telephones. Your access may differ depending on your location or the device you are using.

Avaya Cloud Office Emergency Services are delivered by RingCentral and not by Avaya and will follow the RingCentral Emergency Services Policy as outlined at

<https://www.ringcentral.com/legal/last-update-October-15-2019/emergency-services.html>

5.0. Data Security

Avaya Cloud Office provides robust security measures to ensure a secure and reliable phone service to your business operation. Avaya Cloud Office offers several layers of built-in security. These include the physical, infrastructure, host, data, application, and business processes, as well as the enterprise level of your organization.

Security is implemented via policies and governance practices (people), within the service development and operations processes (process), and the application and infrastructure layers (technology).

5.1. Transmission Security

Data encryption protects sensitive customer and call data from unauthorized access. With Avaya Cloud Office, all data is encrypted in transit and at rest, using applicable industry-leading encryption, standards, and protocols.

Avaya Cloud Office addresses vulnerabilities in the VoIP data plane by safeguarding voice communications with an advanced secure voice technology that prevents eavesdropping on calls or tampering with audio streams between all endpoints—desk phones, as well as computers and mobile phones running an Avaya mobile or softphone app. Avaya Cloud Office uses two enterprise-grade security protocols to provide additional security for IP phone calls—TLS authentication and SRTP encryption:

Transport Layer Security (TLS) is a cryptographic protocol that provides encryption on the Session Initiation Protocol (SIP) signaling data. This protocol secures the SIP signaling communication between supported endpoint devices and the Avaya Cloud Office servers.

Secure Real-Time Transport Protocol (SRTP) is a profile of the Real-Time Transport Protocol (RTP) that provides encryption, message authentication, and integrity, as well as replay protection to the RTP packet stream that is transported between supported endpoint devices and the Avaya Cloud Office servers.

5.2. Infrastructure Security

Avaya Cloud Office offers the following infrastructure safeguards:

- Network and applications: firewalls and session border controllers
- Administrative functions: multiple authentication levels
- Technology: intrusion-detection systems and fraud analytics
- Operational functions: monitoring, system hardening, and vulnerability scans
- Payment processing: full PCI DSS 3.1 compliance

5.3. Physical and Environmental Security

The Avaya Cloud Office platform is hosted globally in enterprise-class Tier 4 data centers and leading public clouds. We vet and select our data center locations with security top of mind. Our world-class network operations centers (NOCs) are continually monitored—24x7—and staffed by highly trained, on-site engineering specialists. Entry to each data center location requires biometric identification, as well as dual-person authentication and a built-in system of “man traps.” Security and safety systems are audited monthly for maximum insurance; each data center is certified SSAE 18 compliant.

5.4. Protective Fraud Mitigation

Avaya Cloud Office’s service includes multiple measures to prevent and detect toll fraud, including access control, detection controls, usage throttling, and Customer-controlled settings to enable/disable international calling to approved destinations. In addition, Avaya Cloud Office’s security department performs active monitoring to detect and notify Customers of anomalous calling patterns on their account.

Avaya Cloud Office uses a CDR analytics engine that creates alarms when it detects suspicious traffic. We also maintain an in-house fraud search engine to identify additional account information connected to known fraudulent accounts. On top of this, Avaya Cloud Office keeps an up-to-date blacklist database of fraudulent phone numbers, CC tokens, and device IDs that alert Avaya if any of these items are used on a new or existing account. The attempted usage of any of these items results in account disabling. We also generate several reports throughout the day to assist in the identification of anomalous and potentially fraudulent usage.

5.6. Compliance

Avaya Cloud Office undergoes independent verification and audits of our security controls by major partners and third parties. These assessments ensure our Customers’ compliance needs are met.

5.7. SOC 2 Type 2 (SOC 2+)

The SOC 2 report validates the effectiveness of our operating controls as a service organization against the criteria set forth by the American Institute of Certified Public Accountants (AICPA) Trust Services Principles. Avaya Cloud Office annually undergoes a third-party audit to certify our services against this standard.

A copy of the most recent report is available upon request from your Account Manager or Sales Representative.

5.8. SOC 3

Unlike a SOC 2 report, a SOC 3 report can be freely distributed to the public for general use. Avaya Cloud Office has undergone a third-party audit to certify our services against this standard.

5.9. Data Protection HIPAA Compliance (US Only)

The government does not offer a HIPAA certification for business entities. As the Business Associate on behalf of Avaya Cloud Office, RingCentral will sign a Business Associate Agreement (BAA) with the specific requesting client and manage its HIPAA obligations accordingly. In order to meet the HIPAA security requirements as they apply to our service and operations, Avaya Cloud Office has implemented the HIPAA security safeguards. RingCentral annually undergoes a third-party SOC 2+ audit, which includes an assessment of controls mapped to the HIPAA Security Rule requirements, that demonstrates the implementation of the security safeguards and requirements outlined in the HIPAA Security Rule.

A copy of the most recent report is available upon request from your Account Manager or Sales Representative. In addition, RingCentral also undergoes a HITRUST certification - please see below.

5.10. HITRUST

Avaya Cloud Office and the Avaya Cloud Office App (Glip) have earned Certified status for information security by HITRUST. HITRUST CSF Certified status indicates that these Avaya Cloud Office applications have met industry-defined security requirements and are appropriately managing risk. RingCentral is part of an elite group of global organizations that have earned this certification. HITRUST CSF helps organizations address cybersecurity challenges through a comprehensive framework and scalable security controls by including federal and state regulations, standards, and frameworks. HITRUST CSF Certification sets the highest standard for compliance of security requirements and has become the benchmark which organizations apply to safeguard ePHI data.

5.11. Skyhigh Enterprise-Ready (McAfee Enterprise-Ready)

Avaya Cloud Office has earned the Skyhigh's CloudTrust rating of Enterprise-Ready, the highest rating possible from Skyhigh. Skyhigh provides this status to cloud services that fully satisfy the most stringent requirements for data protection, identity verification, service security, business practices, and legal protection.

5.12. GDPR

RingCentral's approach has been anchored with a strong commitment to privacy, security, compliance and transparency. This approach includes supporting our customers' compliance with EU data protection requirements, including those set out in the General Data Protection Regulation ("GDPR"), which replaced the EU Data Protection Directive (also known as "Directive 95/46/EC") and became enforceable on May 25, 2018.

If a company collects, transmits, hosts or analyzes personal data of EU citizens, GDPR requires the company to use third-party data processors who guarantee their ability to implement the technical and organizational requirements of the GDPR. To further earn our customers' trust, our DPA has been updated to provide our customers with contractual commitments regarding our compliance with applicable EU data protection law and to implement additional contractual provisions required by the GDPR. Our contractual commitments guarantee that customers can:

- Respond to requests from data subjects to export, correct, amend or delete personal data.
- Demonstrate their compliance with the GDPR as pertaining to Avaya Cloud Services

For more information, please view the following resources:

- <https://www.ringcentral.com/legal/GDPR.html>
- <https://www.ringcentral.nl/en/legal/dpa.html>

6.0. Data Centers

Avaya Cloud Office is hosted in Tier 4 data centers located on both US coasts and inter-work with international data centers to support a global network. These facilities are monitored 24/7 and certified SSAE 18 SOC 2 and SOC 3 compliant. All systems are audited on a monthly basis, and audit reports are available to Customers. The data centers are managed by highly trained, on-site engineering specialists, including experts in various aspects of security and regulatory compliance with security regulations such as the PCI DSS and the California Security Breach Information Act (SB-1386).

Like Avaya Cloud Office in the US where customer data is handled with the highest care and strongest security protocols, the Avaya Cloud Office platform is hosted in ISO27001 data centers in Amsterdam and Zurich, with the option to request for data residency within a local UK POP located in London or a local German POP located in Frankfurt. Canadian ACO customers can opt-in for set-up in a Canadian POP located in Montreal to ensure customer data is secure and stored locally. Australian ACO customers can opt-in for set-up in an Australian POP. Local data storage in London, Frankfurt, Montreal, and Australia allows the following data to be stored:

- Voicemails

- Call Recordings
- Faxes
- Call Logs
- User Accounts / Metadata (partial)
- Analytics

As Avaya Cloud Office is an over-the-top service, media transport takes place globally. Video meeting data (User/account data, chat transcripts, and participant name/phone number are stored in the cloud) and the Avaya Cloud Office App are currently out of scope for Canadian, Australian, UK, and EU data residency.

Contact your Avaya Sales representative to submit the request for local data residency. Existing customers can be migrated to the new data center during scheduled Avaya Cloud Office maintenance windows.

7.0. Support Services

The Avaya Cloud Office Service will require updates from time to time. Updates may take the form of bug fixes, security patches, changes in the soft clients, new or enhanced functionality, and updated or new versions of the software, and are intended to improve or enhance the Service. Customer agrees to receive such updates as part of its subscription to the Service.

Routine maintenance activity and upgrades on the Avaya Cloud Office occur quarterly. For planned maintenance activity, Customers will not be provided with a written notification.

Avaya Cloud Office Support may send email notifications prior to the updates depending on the nature of the change but most updates happen without notification emails.

7.1.1. Reporting a Problem

Customers can report a Problem to the Avaya Cloud Support team via:

- Avaya OneCare (<https://onecare.avaya.com/AvayaCloudOffice>) allows you to create tickets into our dedicated support team
- Email - acosupport@avaya.com
- Phone:

- United States 1-866-282-9245 (1-866-AVAYA-45)
- Canada 1-800-211-7481
- UK 0800 3896059
- Australia 1800-28292-0
- France 0805 54 30 88
- Netherlands 0800 2526010
- Ireland 1800 946223
- Germany 08007244233
- Italy 0800529348
- Spain 0900923551
- Belgium 080089227
- Austria 0800909607
- Portugal 0800210328
- Singapore

Avaya Cloud Office Support is available Monday to Friday as follows:

- United States: 8:00 AM to 8:00 PM Eastern Standard Time (EST)
- Canada: 8:00 AM to 8:00 PM Eastern Standard Time (EST)
- United Kingdom: 8:00 AM to 5:00 PM local time
- Australia: 8:00 AM to 8:00 PM Australian Eastern Standard Time (AEST)
- France: 8:00 AM to 5:00 PM local time
- Netherlands: 8:00 AM to 5:00 PM local time
- Ireland: 8:00 AM to 5:00 PM local time
- Germany: 8:00 AM to 5:00 PM local time
- Italy: 8:00 AM to 5:00 PM local time
- Spain: 8:00 AM to 5:00 PM local time
- Belgium: 8:00 AM to 5:00 PM local time
- Austria: 8:00 AM to 5:00 PM local time
- Portugal 8:00 AM to 5:00 PM local time
- Singapore 8:00 AM to 5:00 PM local time

After hours technical support is available for service outage situations by creating a ticket via the Avaya OneCare web portal or by calling us directly. For the fastest response time, please ensure that outage situations are never reported via email.

Upon receipt of a service request, the Avaya Cloud Office Support team will perform troubleshooting to isolate the problem and determine whether the Service is working in accordance with Avaya's standard and published documentation, including all associated application and configuration notes.

If unable to resolve, Avaya and Customer will agree, in good faith, as to what additional information and/or documentation will be required for resolution. A report of a problem can only be escalated when the necessary information has been collected from the Customer for review.

Failure to allow the collection of the necessary information shall mean that the Customer is willing to accept the error as-is.

The Service Level Objectives (SLOs) when contacting Technical Support via:

- Phone
 - Phone Response Time: 90% of calls answered within 180 seconds
 - Call Abandon Rate: No more than 5% of calls abandoned
- Email (acosupport@avaya.com) are:
 - Acknowledgement of support request within one (1) hour
 - Response within the same or next business day

7.1.2. Problem Severities and Service Level Objectives (SLOs)

Problems mean a Priority 1, 2, 3 or 4 issue that is affecting the solution and classified according to Priority Level as follows:

- Priority 1 (P1): Critical issues affecting all users including system unavailability with no workaround
- Priority 2 (P2): Major functionality is impacted, or significant performance degradation is experienced. Issue is persistent and affects many users and/or major functionality. No reasonable workaround available.
- Priority 3 (P3): System performance issue or product issues affecting some, but not all users. Short term workaround is available, but not scalable.
- Priority 4 (P3): Inquiry regarding a routine technical issue. Installation or configuration and when there is a reasonable workaround available.

Avaya agrees to respond to identified problems, including but not limited to issues requiring next level support according to the following response targets:

- Priority 1 SLOs
 - Avaya's SLO uptime for the Avaya Cloud Office solution is 99.999%
 - Planned interruptions are communicated in advance via Service Web
 - Response Time: 15 minutes for issues reported online or phone
 - Avaya will provide an action plan and regular status updates.
 - A final resolution will be identified in the action plan, with a permanent correction scheduled through mutual agreement between the Customer and Avaya.
- Priority 2 SLOs
 - Response Time: 15 minutes for issues reported online or phone
 - Avaya will provide an action plan and regular status updates.

- A final resolution will be identified in the action plan, with a permanent correction scheduled through mutual agreement between the Customer and Avaya.
- Priority 3 & 4 SLOs
 - Response Time: Same business day for issues reported online, phone, or email
 - Resolve Time: 80% in 5 business days or better
 - A final resolution will be determined and scheduled through mutual agreement between Customer and Avaya.

The prescribed response targets above may be extended by mutual agreement between Avaya and the Customer.

7.2. Contract Management Desk

Contract Management Desk (Agency & Wholesale Direct)

The Contract Management Desk serves as the central point of contact for all contract-related activities throughout the service lifecycle. This team ensures smooth and efficient handling of contractual matters, providing customers with expert guidance and timely support. The scope of responsibilities includes:

- **Contract Modifications:** Assisting with changes to existing agreements to reflect evolving business needs.
- **Service Adjustments:** Managing updates to subscribed services, including feature changes or capacity adjustments.
- **Renewals:** Supporting contract renewal activities to ensure continuity of service and alignment with customer objectives.
- **Termination Requests (Non-Renewal & Early Termination):** The Contract Management Desk facilitates and coordinates termination requests in accordance with the Agreement, ensuring required steps, approvals, and timelines are met

Requesting a change

Customers can create a request to the Contract Management Desk team via:

- Avaya OneCare (<https://onecare.avaya.com/AvayaCloudOffice>) allows you to create ticket into our dedicated contract management team

7.3. Installation Services

7.3.1. Basic Advisory Service (Self-Service Offer)

Designed to get you started quickly.

Basic Advisory Services for Avaya Cloud Office Avaya will provide the services described herein at no charge to the customer. Additional services beyond the scope of this offer are available for a fee.

The Avaya Cloud Office (ACO) Self-Service Package is designed for customers that are willing and able to complete their ACO implementation with minimal guidance from Avaya. Avaya does not complete any ACO programming or porting as part of this offer.

Important: Avaya's Self-Service Package is a customer self-service implementation. The services provided in this engagement are not intended to provide a full turn-key implementation

Services Scope

Basic Advisory Services for Avaya Cloud Office Avaya will provide the services described herein at no charge to the customer. Additional services beyond the scope of this offer are available for a fee.

The Avaya Cloud Office (ACO) Self-Service Package is designed for customers that are willing and able to complete their ACO implementation with minimal guidance from Avaya. Avaya does not complete any ACO programming or porting as part of this offer.

Important: Avaya's Self-Service Package is a customer self-service implementation. The services provided in this engagement are not intended to provide a full turn-key implementation

The Self-Service Package includes remote access to an Implementation and Porting Specialist. The Implementation and Porting Specialist are there to provide guidance during the Q&A session(s). Avaya does not complete any programming or submit any porting requests as part of this offer.

The services contained within this offer are available between 08:00am and 17:00pm local customer time and will automatically expire 30 days after the customer activates their ACO system.

Avaya Deliverables

Avaya will provide the customer with the following items as part of this Self-Service package:

- Access to ACO video tutorials provided by Avaya-Learning.
- Access to our ACO Documentation and Knowledgebase articles.
- Provide up to 2 Q&A (Question and Answer) sessions with an ACO Implementation Specialist for guidance only. Each Q&A session is up to 1 hour maximum.
- Provide up to 2 Q&A (Question and Answer) sessions with an ACO Porting Specialist for guidance only. Each Q&A session is up to 30 minutes maximum.

Offer Assumptions

- All services will be provided remotely.
- The Q&A sessions included in this offer are fixed in number and duration and cannot be subdivided into shorter or additional sessions. All unused services, including the Q&A sessions, will expire 30 calendar days after the customer's ACO system activation date.

Customer Responsibilities

- Complete the required Avaya Cloud Office configuration as the customer deems necessary to have the Avaya Cloud Office system functioning as required.
- Complete the required porting (if required) of their telephone numbers to the Avaya Cloud Office system.

Exclusions

Scope does not include:

- Any configuration of the Avaya Cloud Office system performed by Avaya personnel.
- Training of any kind delivered by Avaya personnel.
- Verifying the portability of any individual number or group of numbers by Avaya personnel.
- Retrieval or review of data that resides in Customers' existing systems by Avaya personnel.
- All Avaya documentation will be provided electronically, in a format determined by Avaya.

General Assumptions

The Services described in this section are governed by the assumptions and conditions described in the Avaya Professional Services Packaged Services General Assumptions Document.

7.3.2. Basic Plus Implementation

Basic Plus Implementation Services: This implementation service package provides the Customer with a cloud delivery service to ensure a successful transition to

the Avaya Cloud Office communications platform. Services provided include ACO resources to:

- Plan, design, and build user templates and call flows for up to 50 users
- Provide support to the Customer in creation and submission of number porting requests
- Conduct 1 Administrator and 1 End User Training session

The Services herein will be provided to support a configuration with up to 50 Avaya Cloud Office users in up to 1 location

Services Scope

Avaya will provide the customer with the following services for the following resource types to perform work activities for, or on behalf of the Customer:

- Conduct data gathering sessions with Customer to collect design information.
Information collected may include the following:
 - Site Information
 - User and station configuration data
 - Voicemail settings
 - Coverage paths
 - Roles and permissions
 - Number porting data
 - Call flows and advanced rules
 - Auto Attendant configurations
 - Delegate Lines appearances
 - Call Park settings
 - Hunt group configurations
 - 911/112 settings
- Build the system with design elements provided in the data gathering sessions.
- Facilitate and guide the Customer's number porting (if required) via a Porting Specialist who will:
 - Work hand-in-hand with the customer to ensure they can help facilitate a smooth porting experience
 - Work in lock step with the Installation Specialist to ensure all numbers are configured within the Avaya cloud office.
 - Port numbers associated with 1 location and up to 52 numbers within the following constraints:
 - 2 carriers
 - 52 TNs
 - Provide guidance to Customers in:

- Submitting port requests to move users more than the offer's guidelines (see above)
- Addressing rejections with the losing carrier (relationship is between the Carrier and Customer)

Additional Porting Notes:

- Porting is only supported for Avaya led implementations and is between the Customer and Avaya
- For non-North American ports, number ranges will be taken into consideration for porting
- Deliver one live Administrator training session remotely in a train-the-trainer format, for up to 1 hour for up to 2 attendees. Topics to be covered during the training will include:
 - Building, activating, disabling, and deleting users
 - Managing user settings with role, templates, and User groups (if applicable)
 - Managing system setup and maintenance via the Admin Portal including phone company info, caller ID, and directory
 - assistance
 - Managing phones and numbers including assisted provisioning
 - Call flow management
 - Reports and call logs
 - Familiarization with Support/Training/Help resources.
- Deliver one live End-User training session remotely in a train-the-trainer format, for up to 1 hour for up to 10 attendees. This session covers the following content:
 - Telephone set training for Avaya phones and Avaya conference phones
 - Voice mail training
 - Online Getting Started Tutorials and User Guides

Offer Assumptions

Customer Responsibilities:

- Provide all requested and required data prior to moving to deployment. Delays may result in an adjustment of the project
- timeline.
- For number porting, provide Avaya all appropriate Letters of Authorizations ("LOA"s), billing information, and authorized
- signer for each location.
- For training sessions, provide a single point of contact that will assist with internal coordination. This person will liaise
- with Avaya to identify participants and finalize training schedule based on Avaya availability.

Assumptions:

- Customer will have up to 90 days from time of order to complete any on-demand training. Parties agree that the Project
- Completion Form shall not be withheld by Customer due to delays in the delivery of the training services.

- Customer agrees that cancellation of confirmed training, in writing, within 24 hours of the training date/time will release
- Avaya's obligation to deliver the training. Rescheduling of the cancelled training will be at Avaya's discretion and shall
- not delay execution of the Professional Services Project Completion Form.

Exclusions:

Scope does not include:

- Verifying the portability of any individual number or group of numbers and the Project Completion Form shall not be withheld by the Customer due to delays in the porting of the numbers.
- Installation or testing of Customer-provided components.
- Porting for Business Partner led implementations which are the responsibility of the Business Partner.

NOTE: Business Partner requests for Avaya porting assistance require an assessment by the Avaya Porting Team who will provide a quote based on an hourly rate (minimum of 2 hours) to complete the work. Associated configuration changes in support of a port request are NOT included in the assessment and quoting. If Avaya configuration assistance is required a separate quote can be requested

- Day 2 / Adoption (post implementation) ports are not included as part of Avaya Cloud Office Basic Plus Implementation.

These port requests should be submitted to ACO Support for assessment

- For Up to 10 users, one site, one carrier is completed at no charge. In this case the Avaya Porting Team will:
 - Ensure customer owns the port mapping and configuring of the system
 - Assist with the docs for porting and submit the port request to Ring Central
 - It is the Customer's responsibility to engage with the losing carrier to address rejections
- For port requests outside the above limitations, an assessment will be completed by the Avaya Porting Team who will provide a quote based on an hourly rate (minimum of 2 hours)

NOTE: Associated configuration changes in support of a port request are NOT included in the assessment and quoting noted above. If Avaya configuration assistance is required a separate quote can be requested

7.3.3. Paid Implementation

Remote Implementation Services: Designed to provide end-to-end implementation services. It includes:

- A dedicated Project Manager, who guides you through the complete process, provides project plans, tracks milestones, and resolves issues.

- Planning and design assistance for a customized architecture for your communications platform.
- Assistance for custom user roles and call flows design.
- Expert guidance for number-porting documentation and document accuracy check
- Online training curriculum.

The Remote Implementation Service is ideal for Customers with 100 or more direct lines, who have multiple sites and multiple existing phone service providers.

Service for Avaya Cloud Office may include, upon customer's request, MAC changes or updates. At the written request of the customer, Admin level user only accounts may be created for the customer to share with partners or agents to assist the customer with Avaya Cloud Office programming. The Customer is responsible for any additional charges incurred due to administrative changes made via this account.

On-site Implementation Services: Designed to provide end-to-end comprehensive implementation services and can be customized to fit a Customer's needs. It includes:

- A dedicated Project Manager, who guides you through the complete process, provides project plans, tracks milestones, and resolves issues.
- Planning and design assistance for a customized architecture for your communications platform.
- Assistance for custom user roles and call flows design.
- Expert guidance for number-porting documentation and document accuracy check.
- Training curriculum, which can be customized.
- An on-site resource who sets up phones, provides user training, and helps troubleshoot

The On-site Implementation Service is recommended for Customers with 100 or more direct lines, who want users to be trained on-site, who need assistance with phone installations, and who have multiple sites, complex workflows, and different user personas (admins, executive assistants, office users).

For additional information, contact ACOPS@avaya.com

The Services described in this section are governed by the assumptions and conditions described in the Avaya Professional Services Packaged Services General Assumptions Document.

7.4. Number Porting

Phone numbers are an integral part of our Customers' brand. Our Porting Specialists are a free value add to the service offer to "assist the customer" and serve to facilitate a smooth journey through porting. They will build a relationship with the customer and focus solely on driving the

transition of the Customer phone numbers from their current carrier to the Avaya Cloud Office platform.

Documents Required from Customer:

- Letter of Authorization (LOA) (not more than 20 days old)
- Most Recent Phone bill (not more than 30 days old)
- Customer Service Record (**CSR**) or Request for Information (**RFI**) refers to the records a service provider holds with information regarding a business's account.
- Your Porting Specialist will discuss the necessary data during the kickoff call.
- Fill out the Letter of Authorization (LOA) giving Avaya permission to port the numbers on your behalf.
- Send the completed LOA, copy of your most recent Phone bill and CSR to your dedicated Avaya Porting Specialist.

Your Porting Specialist will collect all the required documents and initiate the next step

Once all documentation is in place Your Porting Specialist will submit the port request:

- Submit your transfer/ port request along with all the required documents to your current service provider (existing losing carrier) to release the numbers.
- If required assist you to work with your current service provider to port your number as quickly as possible.

7.5. Quality of Service Requirements

The Avaya Cloud Office Services require a properly configured, high performance, enterprise-grade broadband IP network and connection. Use of the Services with any network, services, or connection not compatible with the Services may result in partial or complete unavailability, interruption, or underperformance of the Services or other services utilizing the same network, services, or connection. Likewise, 2G, 3G, or LTE networks are not recommended for use with the Services. Customer will provide and maintain, at its own cost, an IP network, services, and connection meeting the foregoing standard and all equipment necessary for the Services to connect to and use such network, services, and connection.

To minimize unauthorized use, Customer should (a) disable international calling for all Digital Lines, extensions or Accounts for which such calling activity is not needed or not authorized; (b) restrict international calling destinations to those that are needed and authorized; (c) block inbound calls from any caller and area codes from which Customer does not wish to receive calls and block inbound calls with no caller identification if appropriate; (d) disable attachment of facsimile image and voicemail audio files to message notification emails associated with

Customer's Account(s) and/or individual Digital Lines or extensions for which such functionality is not required and to the extent that such files may include sensitive or confidential content. The Services are dependent upon Customer's maintenance of sufficient Internet access, networks and power as set forth in RingCentral's Technical Sufficiency Criteria, available at <https://www.ringcentral.com/legal/policies/technical-sufficiency-criteria.html> .

A full list of network requirements that must be implemented and maintained is available using the link below: https://support.ringcentral.com/s/article/9233?language=en_US#8.6.2.TCPIP

To achieve good voice quality, the Customer's network must meet certain requirements as outlined below. The terms used to describe acceptable voice quality are toll quality and business communication quality. Optimal voice quality is toll quality, but business communication quality is well suited for most Customers.

The following table summarizes the network delay, jitter, and packet loss requirements that the network must meet. Even if these requirements are met, other factors might still prevent you from achieving optimal voice quality.

Network Property	Requirement
Link Capacity	Each link in the end-to-end path must have a capacity in each direction that is larger than the maximum number of simultaneous calls plus capacity added for other types of non-real-time traffic and growth
Delay	< 150 ms (of one-way latency)
Packet Loss	< 1%
Jitter	< 30 ms

It is very important that Customers work with their IT team to configure the network's settings to ensure continuous and reliable service.

7.6. Avaya Cloud Office Partner and End-User Training

As part of the Service delivery, Avaya will provide Customers with access to self-service training resources including videos, user guides, and other documentation.

Avaya Learning has developed the following Avaya Cloud Office courses for Sales Associates and Sales Engineers.

ASRA-0001 Avaya Cloud Office for Sales

46190W Avaya Cloud Office for Sales (30 mins)

46200W Selling Avaya Cloud Office to Midsized Customers (1.25 hours)

46210T Avaya Cloud Office for Sales Test – Proficient (45 mins)

ADRA-0001-Avaya Cloud Office Design

64112W – Avaya Cloud Office Technical Introduction (1.30 hours)

64112T – Avaya Cloud Office Design Proficient Test (30 mins)

Avaya Learning has developed the following Technical courses targeted at Avaya Cloud Office Customer System Administrators and Technical Support teams.

ASAC-0030 - Avaya Cloud Office Administration

64011W – Introducing Avaya Cloud Office Service Web (30 mins)

64022W – Administering Avaya Cloud Office Service Web (4.5 hours)

64040W - Administrating Avaya Cloud Office via Mobile Admin Tools
(Coming August 2021)

64022T - Administering Avaya Cloud Office Service Web Online Test (60 mins)

These courses can also be accessed via <http://www.avaya.com/aco-admin>.

Avaya Learning has developed the following courses targeted at End-Users.

64212W - Using Avaya Cloud Office Desktop App (1 hour)

64310W - Using Avaya Cloud Office Phone App for Desktop (30 minutes)

64411W - Using Avaya Cloud Office Mobile App (45 minutes)

(Planned to release in July 2021, replaces 64410W)

64511W - Using Avaya Cloud Office Service Web (1.5 hours)

These courses can also be accessed via <http://www.avaya.com/aco-user>.

8.0. Useful Links

[RingCentral Terms of Service](#)

[RingCentral Terms of Service](#)

[The General Data Protection Regulation](#)

[Data Processing](#)

[Global Office](#)

[Acceptable Use Policy](#)

[Privacy Notice](#)

[Privacy Shield Notice](#)

[Cookie Notice](#)

[Consumer Code of Practice](#)

[Taxes](#)

[Technical Sufficiency Criteria](#)

[Terms and Conditions of Sale of Hardware](#)

[RingCentral Phone Lease Program and Rental Agreement](#)

[Emergency Services](#)

[Numbering Policy](#)