

Cabco offers **Avaya Cloud Office®** by RingCentral.



Simplify your communications so you can focus on your business.

What is Avaya Cloud Office?

A cloud communications solution that works the way you do, where you do, is no longer the wave of the future — it's here, now. Avaya Cloud Office is more than just a phone system; it's a versatile, unified communications solution using the power of cloud.

Key Features

- **Unified communications:** ACO consolidates your business phone system, voicemail, instant message or chat, video conferencing and faxing, and can also integrate with email, web apps, social media, and tools like a CRM.
- **Video conferencing:** ACO offers video conferencing as part of their package, so you don't have to pay extra for it as an add-on feature. Now your remote team members can stay connected at all times.



Avaya Cloud Office
provides

A SINGLE SOLUTION

for all your
communication needs

- **Calling**
- **Chat**
- **Meeting and Collaboration**
- **File and Desktop Sharing**
- **Task Management**

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- **Ring anywhere:** This feature enables users to receive, or place calls on multiple devices from the same number. With this feature, when the work number is called, both the user's desk and smartphone, for example, will ring, and the user can choose which one to answer. You can also transfer calls between devices.
- **Instant messaging:** It allows for real-time communication that can be run through a number of devices, including desktop computers and smartphones. Instant messaging adds an additional layer of communication that is responsive and leaves information in writing that can be referenced later.

- **Cloud communication:** Cloud communication is the complete bundle of communication services. It includes telephony, instant messaging, video conferencing and any other form of communication that is included in the bundle.
- **Call forwarding:** Call forwarding takes calls to one number and redirects them to another line. The service allows users to consolidate calls to a single line, even when it is necessary or important to direct calls through specific phone numbers.
- **Auto attendant:** An auto attendant is the automated voice menu that you often use in business calls. Automated directories direct calls and reduce the communication workload of persons in the business. Once the calls are properly directed, individuals can take calls or further automation services can resolve issues (e.g., voicemail).
- **Collaboration:** Collaboration tools include file sharing, video/audio conferencing, real-time project contributions and other tools that help people work together without being in the same room or country.
- **Voicemail-to-email:** Voicemail-to-email transcribes a voicemail and sends it as an audio file to an email address. This allows the recipient to access their voicemail without using a voice mailbox. The emailed file is accessible with a wider range of devices and typically will not clog or exceed data limitations, allowing the recipient to revisit the voicemail for as long as necessary.
- **Integrations:** Cloud integrations allow for a large number of resources to be combined into a single cloud package or suite. The same service provider that allows for large-scale data storage and analytics can also handle voice calls. By consolidating services through integrated platforms, powerful tools are made accessible and easy to use. Integration is broad in scope, and it is a cornerstone in virtually every cloud service.



Cut Down On Your Costs with **Avaya Cloud Office®**

- **Reduced up-front cost**—One flat, predictable monthly fee, no required contracts, and zero setup costs, makes your business communication easy and affordable. As ACO runs over the internet, you also no longer need an incoming phone line from the Telco.
- **No long-distance charges** - Outgoing calls in North America are considered local calls, so no long-distance charges apply.
- **No service costs** - Once you are set up with ACO, everything is covered under your monthly fee, including moves, adds, and changes.
- **Easy technical support** - ACO provides regular technical support from 8:00 AM to 8:00 PM Eastern Standard Time (EST) that can be accessed by phone, web, or email.
- **Single pane management** - You can manage all locations through the web portal.
- **No on-site hardware required** - Phones are the only hardware required to be maintained on-site.
- **Flexibility** - Anyone can add phones and numbers, make changes, and handle moves from an intuitive web interface with ease.
- **Mobile workforce** - The unique Avaya Cloud Office app enables you to turn a smartphone into an office phone, saving carrier costs associated with video calling and international calls when working remotely.
- **Cabco support** - Our specialized team of service technicians are available to respond to your technical requests within 2 business hours.

Contact Us

Interested in learning more? Give us a call! Let us help you take the leap into the future of business communication with Avaya Cloud Office, and watch your team soar to new heights!

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