AVAYA

Avaya one-X® Portal

Overview

Avaya one-X® Portal is a web browser-based client for Avaya telephony, messaging, conferencing, presence, and mobility services provided by Avaya Communication Manager, Avaya Modular Messaging and Avaya Meeting Exchange. The solution brings the full power of Unified Communications to the PC in a single, intuitive and powerful tool.

Avaya one-X Portal requires no software to be installed on your end user systems for most communication functions. It is firewall and VPN friendly, providing flexible IP port assignments to conform to your network demands. Certain optional functions use software which can be downloaded in real time as needed, or be installed directly as desired.

Powerful central control, administration and access to your Enterprise Authentication systems ensure that all of the powerful user functions can integrate seamlessly into your Enterprise.

Key Customer Benefits

- **Work from virtually anywhere** - Single browser-based interface for user's enterprise communication needs. Users can more easily collaborate with co-workers from wherever there is an Internet connection.

- **Improve enterprise-wide collaboration** – Intelligent presence information allows users across your business to be more responsive and connected to co-workers and decision makers. Users "see" the likelihood of reaching an associate by phone or IM.

- **Be more productive, responsive** – Provides access to enhanced telephony, conferencing and messaging capabilities through a simple, intuitive interface. Online tutorials and context-sensitive help provide users immediate support.

- **No end user installation required** – No application software required on end user systems for core communications capabilities. Centrally administer and control end user access to the latest communications tools and capabilities.

Feature Summary

- **Web browser-based client** – Single sign on via virtually any web browser provides fast, easy access to services across Avaya Modular Messaging, Meeting Exchange, and Communication Manager. No desktop software to install. Access is secured via an SSL VPN connection.

- **Aggregate Presence** – Display personal availability as well as see co-worker's presence to determine ability to reach them via voice and IM. Leverage presence information from Avaya and other sources aggregated by the Avaya Intelligent Presence Server.

- **Telephony** - Access many Avaya Communication Manager telephony features for call handling and management including call conferencing and call transfer. Manage multiple calls simultaneously.

- **Voice Mail** - View, sort, play, and record messages from Avaya Modular Messaging. No need to manage voice messages in a sequential fashion. View faxes on line. No need to engage the telephone or a voice mail port to access messages.

- **Conferencing** - View and control audio conferences on Avaya Meeting Exchange. See the dynamic roster of attendees change as participants join or leave; see who is speaking, mute noisy lines, mute/unmute participants.

- **Directory Services** - Tight integration to corporate databases and authentication. Integrate with Microsoft Active Directory, IBM Domino, Sun and Novell for Enterprise Authentication and Directory Services.

- **Control Avaya Extensions to Cellular for Follow Me applications** - Never miss an important call when away from the office. Enable services for simultaneous ringing of your mobile or home phone number with your business phone number.

- **Usage Modes** – Preconfigured modes include Office, Home, Mobile, and Travel so users can select the connectivity and settings that optimize access without sacrificing convenience. Use the web client for feature and call control in combination with an Avaya desk phone in the office, a mobile phone at a temporary worksite, or use for call control with voice over IP. No matter which mode is selected, all calls made and received will appear to be from the user's business number.

- **Communication history** – See all incoming, outgoing, and missed calls for your office extension as well as faxes and voicemail messages. Sort information by the criteria of your choice to immediately find the information you need.

System Requirements and Supported Systems

Client Desktop
PC

- Pentium III 800mz or better, 512M RAM, 1.5 GB of free disk space, CD ROM or DVD ROM disk drive, keyboard, mouse, microphone, speaker and sound card, 10 MBS NIC or better

- Microsoft XP SP2 or greater or Microsoft Vista with Microsoft Internet Explorer 6.0 or greater or Mozilla Firefox 2

- Linux using Mozilla Firefox 2

Mac

- 512 RAM, 1.33 GHZ CPU

- MAC OS 10 with Safari 2.0 & 3.1 or Mozilla Firefox 2

one-X Portal Server

- IBM X-based server or equivalent, 6GB RAM, Min 8 GB free space, 100 Mbps NIC, DVD/CD Combo Drive

- Redhat Enterprise Linux ES 4.0 Update 4, 5 and 6; 32 bit

Minimum Server Requirements

Avaya Communication Manager 4.0 with build greater than 730.2 (and above), Modular Messaging 3.0 SP2 (and above) with the Avaya Message Storage Server (optional), Meeting Exchange Enterprise 4.1.2(and above) (optional), Application Enablement Services 4.1, Microsoft Active Directory Server 2003 SP1 or IBM Domino Server 7.0, or Sun One Server 5.1, or Novell eDirectory 8.8 SP1. Avaya Intelligent Presence Server 1.0 (for presence, please refer to IPS documentation for details).

Supported Languages

- English

- Additional languages available via Service Pack

Learn More

For more information about how Avaya one-X Portal can support your business, please contact an Avaya Representative, Avaya Authorized BusinessPartner or visit us on avaya.com.

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