



Announcing Avaya one-X[®] Agent R2.5

Effective Date: Avaya one-X Agent R2.5 - GA of June 14, 2011

Product Description: Avaya one-X Agent is a feature-rich Avaya Aura[®] Call Center Elite agent desktop that gives agents the tools they need to provide a superior customer experience, whether they're working in a headquarters location, in a branch office or home office. The simple, intuitive user interface is designed to be easy for agents to learn and use. Avaya one-X Agent gives one touch access to common agent features as well as more sophisticated Unified Communications capabilities such as integrated video, instant messaging and presence via Avaya Aura[®] Presence Services, and desktop sharing and collaboration.

Avaya one-X Agent includes a real-time VuStats display of key performance indicators to keep agents informed. An embedded screen pop capability delivers customer contextual information to the agents' desktop when calls arrive, shaving valuable seconds off each call. Central Management and virtualization options facilitate configuring and managing agent desktops no matter where they are located.

Key New Features & Benefits:

Avaya one-X Agent R2.5 includes interoperability, availability, and dialing enhancements as well as licensing changes: there is no longer a separate charge Advanced Agent capabilities.

- **Advanced Agent capabilities become an entitlement** in Desk Phone (a.k.a. shared control) mode. Customers now get significant additional functionality for no additional cost. This feature set includes Desktop Sharing, embedded Presence and Instant Messaging, and the ability to run on a Windows Server using Citrix, VMWare, etc., enabling companies to use low-cost agent desktops.
- **Availability Enhancements**
 - **Time to Service (TTS)** reduces the time it takes for large number of IP endpoints to come into service with a new server in the event of a failover. With the TTS feature, the phone registers with the Communication Manager but the actual connection is established only when needed, and can be given priority in the CM's list of endpoints to be brought back into service.
 - **Alternate Server Addresses** provides automatic redundancy of one-X Agent clients. Alternate CLAN addresses are administered, enabling automatic registration to a backup CM if registration to the primary fails.
- **Dialing Updates** provide customer-requested enhancements:
 - Account codes can be set up to give agents access to restricted long distance or international dialing without operator assistance.
 - Supports entry of mandatory account codes

- Pauses in dialing strings give IP Agent customers equivalent dialing flexibility in scenarios where the pause is needed to await dial tone from a remote switch.
- **Interoperability** – Supports the 6.1 releases of Avaya Aura® Presence Services and System Manager, enabling agents to see presence status and IM with other agents, supervisors and experts throughout the enterprise - whether their desktops are one-X Agent, one-X Communicator, or Microsoft Office Communicator.

Channels: All

Regions: Globally available upon release.

Additional Information **Enterprise Portal**

Avaya Associates and Business Partners:
Products and Services A-Z (click on one-X Agent) or
<https://portal.avaya.com/ptlWeb/bp/products/P0535>

Contacts:

Mike Harwell: Avaya one-X Agent Product Manager
Phone: +1 (908) 953-6099 email: mhharwell@avaya.com

Kay Phelps: Avaya Product and Solutions Marketing
Phone: (303)538-1634 email: rphelps@avaya.com

Jose Merchan: CALA – CC Solutions Manager
Phone: (786) 331-0637 email: jamerchancon@avaya.com

Horacio Calvo: EMEA – Product Marketing
Phone: +34913876386 email: hcalvo@avaya.com

Yi Xia: APAC Solutions Marketing
Phone: +86 2161206932 email: xia@avaya.com

Technicenter:

For US, Canada - atac@avaya.com or call 1.888.297.4700 or 720.444.7700
For EMEA - atacemea@avaya.com or call 31.70.414.8099
For CALA - ataccala@avaya.com or call 1.888.297.4700 or 720.444.7700
For APAC – atacapac@avaya.com or call 31.70.414.8099 or 720.444.7700
Submit a request at: <https://atac.avaya.com/Technicenter.asp>

Collateral:

- Customer-facing presentation [Avaya one-X® Agent - Presentations - Enterprise Portal](#)
- Product Brochure [Avaya one-X® Agent - Brochures - Enterprise Portal](#)
- Flash demo [Avaya one-X® Agent - Demos - Global Sales](#)
- Value Selling Aid [Avaya one-X® Agent - All Collateral - Global Sales](#)
- Product Offer Definition [Avaya one-X® Agent - All Collateral - Global Sales](#), under Tools
- Avaya Aura Presence Services overview [Avaya one-X® Agent - All Collateral - Global Sales](#)
- Citrix-Ready press release [Avaya one-X® Agent is Verified as Citrix Ready](#)