

AVAYA CLOUD SOLUTIONS

ACS Collaborate: Audio and Web Conferencing



Effective team working

Avaya Cloud Solutions (ACS), delivered by BT Wholesale, provides conferencing services to customers, from inclusive audio-conferencing features for smaller teams to a broader range of enterprise collaborative audio and web conferencing services that enable larger groups of people to communicate better on projects, or share information.

ACS Collaborate: Audio and web conferencing can enable businesses to respond quickly and effectively to day-to-day challenges, while reducing travel overheads and carbon footprint.

Whether it's a three-way phone call or a presentation to the entire sales force, it's the ideal way to cut costs, improve productivity and gain competitive advantage.

ACS Collaborate: MeetMe

MeetMe is an instant conferencing service which enables participants from across the UK and over 55 other countries to meet any time for the cost of a local call. All that is required is access to a phone to enable highly productive meetings with up to 40 participants. No prior booking is required and conferences can be set up in seconds by participants calling a specific phone number. The service is easy to use and available 24/7/365.

Features

Extra fast. No prior booking required, conferences can be held instantaneously, in the time it takes for participants to call in.

Intimate. Interact with other conference participants in your own personal meeting room.

Effortless. Easy-to-use, phone numbers and passcodes do not change.

Multiple speakers. Accommodates up to 40 participants.

Record ability. Instantly record conference calls and download the recording after the call to archive or share for future use.

Improved audio. Available with Dolby to enhance the audio experience.



Email clientreception@bt.com or call

0800 671 045

www.btwholesale.com

MeetMe accessibility

- Participants need only a phone - mobile or landline
- Available at any time, every day of the year
- Global Access available with a local dial-in number from the UK and 55 other countries
- Passcodes are specific to your meeting room and don't change.

Compatibility

- Compatible with ACS Collaborate: Web conferencing.

Security

- Conference lock to bar outsiders, even the operator, from sensitive conversations.

Help and support

- Co-ordinator help can be requested at any time.

MeetMe Global Access

- Allows people from over 55 countries to join a MeetMe conference by dialling a local phone number
- No prior booking is required and the service is available at any time, every day of the year
- Because overseas participants dial in using a local number, MeetMe Global Access reduces their cost of joining the conference by dialling a local phone number.

ACS Collaborate: Web Conferencing

Web Conferencing is based on WebEx, and comprises a modular suite of real-time web conferencing services which deliver enhanced communications for meetings and conferences, integrating audio and video.

Functions

Meeting Centre is perfect for presenting information, sharing applications and collaborating on a daily basis.

Event Centre is ideal for large-scale events, such as product launches and sales conferences.

Support Centre is a powerful tool for remotely diagnosing problems, transferring files and resolving customer issues.

Training Centre enables effective delivery of interactive, instructor-led e-training.

Features

Online collaboration. Enables desktop and mobile users to collaborate fully, regardless of where they are.

Presenter tools. An extensive set of tools used for sharing and annotating presentations.

Video conferencing. Supports high quality and HD video for collaborating more fully with internal and external participants and/or with Dolby sound.

Centralised administration and support. Offers 24/7 end user support services.

Training and adoption. Self-paced and instructor-led training courses are available. Welcome emails and user adoption services are provided to encourage usage.

ACS Collaborate: Web Conferencing Benefits

- Supports audio integration with ACS Collaborate: MeetMe audio service which includes Dolby sound
- Enjoy a higher quality call with both the Chairperson and participants able to control their audio line from inside their web meeting
- Same user experience for traditional telephone/mobile phone (PSTN), Internet (VoIP), on-net (over a BT voice network/customer IP network), available subject to customer setup
- In-conference call control features, such as mute/unmute, lock/unlock, eject, start/stop recording
- Scheduling tools, including WebJoin, One-Click and Productivity Tools.

Key benefits of ACS Collaborate services

Cost-effective. Our solutions are fast to market with no commitment and no need to invest in new infrastructure or equipment. Add to that the benefits of travel cost savings.

No excessive call charges. MeetMe Global Access reduces cost of joining conferences by dialling a local phone number, and no excessive call charges.

Reliability. Our solutions deliver high levels of performance and are fully managed and supported.

Easy to use. For MeetMe, customers just need a phone line and for Web Conferencing, a phone line and Internet access.

Increased productivity. Your customers can interact with others, sharing various programmes, slides, spreadsheets and useful information.

Improved agility. Our conferencing solutions enable businesses to be more responsive to customers and suppliers by setting up virtual meetings quickly.

Low carbon footprint. Conferencing reduces travel and harmful CO2 emissions.

Why BT Wholesale and Avaya?

- Avaya is one of the world's largest providers of contact centre and unified communications services
- BT Wholesale is the UK's leading wholesale communications business
- Customers have access to the full suite of Avaya Aura® Contact Centre and Unified Communications products, delivered over BT Wholesale's high-speed, high quality, managed Ethernet network (which allows us to provide you with service-credit backed guarantees)
- Your customers can access features and services that are normally only available to large enterprises
- Our solution enables you to harness our combined strengths without any capital investment.

With Avaya Cloud Solutions delivered by BT Wholesale, you can benefit from the combined reach and market share of both our companies, exploiting economies of scale, streamlined provisioning and configuration tools, based on a commercial model that will enable you to build innovative commercial deals for your customers.

The best of both worlds: BT Wholesale and Avaya.

A cloud service that provides a clear route to growth and greater profitability.



The information in this publication was correct at time of going to print. We may make minor alterations to the specifications of products which do not affect their performance, and may vary prices and delivery charges.

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ACS Collaborate - MeetMe and Web Conferencing is based on:

- BT MeetMe
- BT Web Conferencing powered by WebEx®

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