

AVAYA CLOUD SOLUTIONS

Global Connect



Access Avaya Cloud Solutions (ACS), services from overseas sites.

Global Connect is an access option for ACS which enables you to add overseas sites to the ACS platform allowing you support more agents and users in a single coherent solution at marginal incremental cost.

The benefit to customers is that a single Contact Centre (CC) and Unified Communications (UC) platform can service an entire customer estate, with free calls between sites.

Channel partners benefit from a larger base of users, in potentially different time-zones which can provide additional Average High Water Mark (AHWM) related cost savings.

Key points

- Maximum voice jitter and latency parameters apply. The service will initially be offered to clients with sites in Europe
- English time-zone is default for Avaya Control Manager and reporting.

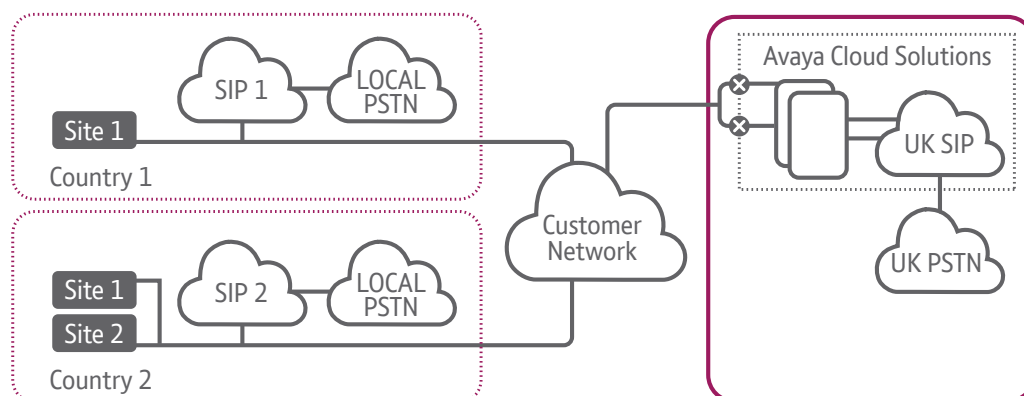


Illustration showing a customer with operations in two overseas countries. Global connect enables those users to connect to ACS. ACS routes internal calls between agents, and externally via local in-country SIP.



Email clientreception@bt.com or call

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ACS Global Connect

ACS Global Connect is a connectivity option which opens up a much larger addressable market for Channel Partners by extending the reach of ACS to overseas sites. Customers can connect their overseas sites to the ACS platform to use Contact Centre and Unified Communications services.

- Multiple countries and sites can be connected.
- Multiple sites per country are supported.
- International deployments can co-exist with UK site(s).

Channel Partners provide and manage the overseas SIP services, and provide connectivity from the overseas sites to the UK into the BTW Ethernet network in order to access ACS. The connectivity provides a path for the overseas end-points and SIP Trunk connections.

ACS Global Connect can be used in conjunction with Hybrid Connect to support large multi-national organizations with operations across multiple sites in multiple countries.

Global Connect Channel Partner Opportunity

ACS Global Connect allows Channel Partners to add significant additional value through the provision and integration of overseas sites and associated SIP services.

With Global Connect, Channel Partners offer IT services for local device and language support:

- One X Communicator can be downloaded in versions to support non UK client machines in the local language.
- ACS provides a file server for non UK handsets where additional country specific firmware, settings and language packs can be provisioned for non UK users.
- Global Connect 1-X client users can choose from a range of languages.
- Avaya Aura® Messaging can be deployed with up to 3 languages per site.

Key Benefits

The main benefits of ACS Global connect are:

- A single hosted UC/CC service across all users with **centralized management** and control
- Customers can **make additional AHWM related savings** per seat
- **Economical**, all on-net calls free between sites.

Points to note:

- Global Connect End points support One X Communicator in My Computer mode, 96x1 handsets, and 1-X agent shared control.
- The Channel Partner should ensure that:
 - the local SIP provider delivers local network call progress tones (e.g. unavailable, ring, busy) and meets local emergency calling regulations for the local region,
 - data protection regulations regards call recording storage/archiving are met for each applicable jurisdiction.
- Avaya Control Manager (ACM) and Avaya Navigator (ANAV) reporting is in English and based on English time-zone.

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.



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