

The following Unified Communications (UC) capabilities are available via Avaya IX Subscriptions software licenses or Avaya OneCloud ReadyNow cloud delivered service:-

UC Bundles and Elements	Basic	Core UC	Power UC	Attendant Console
Business Line Features (100s of features)	X	X	X	X + AC Features
SIP Trunking	X	X	X	X
Office Worker	X	X	X	X
Voicemail	X	X	X	X
Home Worker	X	X	X	X
6 party Audio Conferencing	X	X	X	X
Road Worker	-	X	X	X
Soft Phone for Mobile / Laptop	-	X	X	AC SIP Client Only
Enterprise Single Sign On (Softphone)	-	X	X	X
Presence / Multimedia Messaging	-	X	X	X
Multi Party(>6) Audio (Host)	-	-	X	-
Multi Party(>6) Video (Host) (internal soft client point to multi-point)	-	-	X	-
Collaboration (Host)	-	-	X	-

The following Contact Centre (CC) capabilities are available via Avaya IX Subscriptions software licenses or Avaya OneCloud ReadyNow cloud delivered service:-

CC Bundles and Elements	Basic Voice CC Bundle	Advanced CC Bundle	Premium CC Bundle
Business Voice Features + Voicemail (Core)	X	X	X
CC Routing	Voice	Blended	Blended
CC Reporting	Voice	Blended	Blended
Digital-Enabled CC Agent Desktop Client	X	X	X
Allocation of Supervisors (Admin Only)	X	X	X
Compliance Recording + 90 Days Storage	X	X	X
IVR + App Development Environment	X	X	X
Contextual Customer Journey	X	X	X
Screen Capture + Live Monitoring	-	X	X
Call Back Assist	-	X	X
Digital Channels	-	Voice / Email / Chat / Generic (w/ CRM) / SMS	Voice / Email / Chat / Generic (w/ CRM) / SMS
Quality Mgmt & Coaching / Learning	-	-	X
Outbound Marketing	-	-	X
Billing Meter	Concurrent Elite	Concurrent Elite	Concurrent Elite