



DEFINITY® One Communications System

The DEFINITY® One Communications System from Avaya makes the power and reliability of the world-famous **DEFINITY®** platform available to businesses that require a solution that's rich in applications and cost effective so they can compete in the new Customer Economy.

Whether you have **a single small site, multiple sites, or small branch locations**, the DEFINITY One system delivers state-of-the-art communications capabilities designed to help your business thrive in today's highly competitive global marketplace.

With Avaya Call Processing R 10, running on a Windows 2000 operating system, businesses can improve operational efficiency, customer service and employee productivity. The DEFINITY One solution **enables multiple applications to co-reside on the same hardware platform** — making it cost-effective, convenient, and highly practical for supporting localized communications needs.

This “all-in-one server” allows you to switch, transport, and store multi-media communications, and deliver features and applications throughout your location, without adjunct equipment and associated connectivity and maintenance costs.

A Highly Manageable Communications Platform

As a self-contained digital communications server, the DEFINITY One system can provide all the capabilities you need, on a single processor.

The DEFINITY One Communications System's remote monitoring and “self-healing” capabilities add to the overall reliability and serviceability of the solution. On-board Ethernet connectivity allows you to administer the DEFINITY ONE switch as a point on your Local Area Network (LAN).

Converged Voice and
Data Networks
Customer Relationship
Management
Unified Communication
Supported by:
Avaya Labs and Services





A Web browser interface provides the tools you need to administer the DEFINITY One system and manage a variety of pre-installed applications. For example, you can download the Avaya Site Administration software application, which provides a graphical interface for performing changes, basic analyses, and system reporting through a single point of management.

DEFINITY One works with a wide selection of telephones. Individually preferred features and functionality can be customized. The system also integrates with other DEFINITY systems within a larger network—so you can provide consistent features and functionality across all locations business-wide.

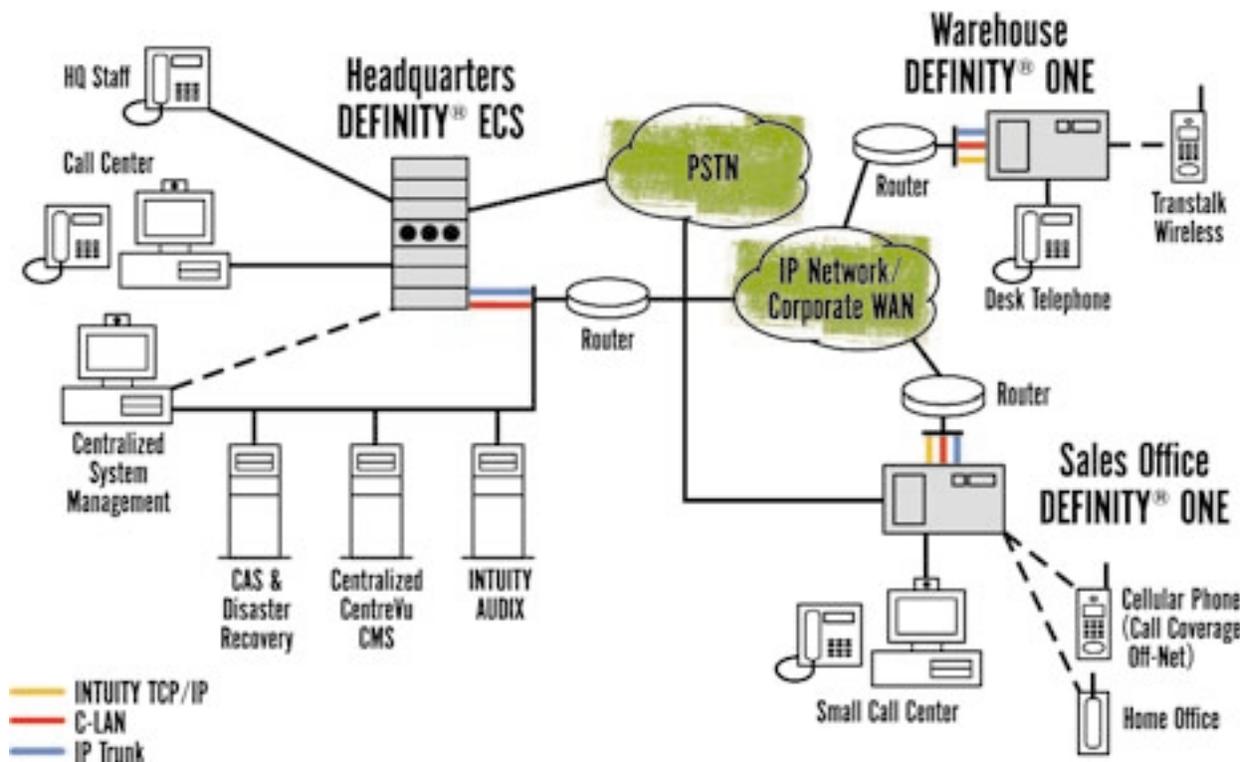
This consistent “look and feel” reduces training costs and increases productivity. And, since the DEFINITY One system uses the same phones and circuit packs as other DEFINITY servers, you can also share inventory across locations.

Full DEFINITY Functionality

With the DEFINITY One Communications System, you receive the same powerful functionality of larger DEFINITY systems. For example, you can take advantage of networking options that help control costs and maximize how you use your resources.

Multiple systems can be linked to operate “as one,” using *Distributed Communications System (DCS)* networking. DCS allows users to call other locations simply by dialing an extension number. Calls can be transferred from one location to another, to provide call backup that is entirely transparent to the caller.

In addition to supporting public network interfaces, the DEFINITY One system supports Internet Protocol (IP), Asynchronous Transfer Mode (ATM), T1/E1, Integrated Systems Digital Networking (ISDN), and Q-Signaling (QSIG)—allowing you to use the latest networking technologies.



The DEFINITY One system also has built-in capabilities to help make managing your business-wide communications as easy as possible. For example, *Auto Station Relocation* allows you to move telephones within your business cost-effectively, without wiring changes or the help of a service technician.

Productivity and Customer Service Enhancements

The DEFINITY One system delivers an array of capabilities to help employees work more efficiently, access information more easily, and serve customers better.

This new software provides enhanced stability, reliability and performance for the DEFINITY One Communications Server. In addition, to enhance customer service and better address customer needs R10 provides Remote Feature Activation allowing for fast and easy upgrades; feature and application additions; and license file creation and deployment all which help to simplify the provisioning process.

It supports all the features and sophisticated call-handling capabilities you want and expect in a DEFINITY communications system, including:

- Conference, Transfer, and Hold
- Abbreviated Dialing, Last Number Dialed, and Call Forwarding
- Group Page, Whisper Page, and Group Listening
- Uniform Dial Plan
- Integrated Directory
- Call Coverage
- Integrated Caller ID¹
- IP Trunk

Intraoffice Communication

- IP with PSTN Fallback
- TCP/IP Networking for Messaging
- DCS Feature Transparency

Centralized Contact Center Management

Remote System Management over WAN

Centralized Call Accounting & Disaster Recovery

- IP Softphone
- Contact center agents supported – 100
- Trunks supported – 300
- Station and points supported – 240
- 500 MHz Pentium III processor with 256 megabytes of RAM
- 20 gigabyte hard drive for storage of dynamic system information

Integrated Contact Center Functionality

To further enhance your ability to meet customers' needs, the DEFINITY One system has standard contact center capabilities—offering a complete solution with tools to help your business:

- Deliver calls to the best place every time
- Improve agent performance by enabling them to provide superior service to internal and external customers
- Increase revenues through improved customer care and management responsiveness.

The DEFINITY One system includes automatic call distribution (ACD) software as a standard feature to serve contact center customers. Announcements, reporting, and enhanced contact center software is available when more contact center power is needed.



The DEFINITY One system is an ideal solution for small contact center locations sharing a centralized CentreVu® Call Management System (CMS)—allowing these locations to access DEFINITY ACD information over your company LAN/WAN. Co-resident LAN Gateway functionality also enables CentreVu Avaya Computer Telephony and other Avaya Customer Relationship Management (CRM) Solutions applications that help your small contact centers “look” and function like much larger contact centers.

Specialized Business Applications, All in One System

The DEFINITY One Communications System also comes “preloaded” with other value-added applications that enhance your ability to use a single streamlined communications solution to your maximum business advantage. For example:

- DHCP and TFTP servers are provided as part of the system package enabling faster and more convenient IP addressing, configuration and support of IP endpoints.
- *INTUITY*™ AUDIX® Messaging integration can provide voice, fax, and text messaging, along with text-to-speech and Message Manager functionality—allowing employees and customers to communicate using the tools they prefer, any time, anywhere. It also supports digital networking, allowing you to link locations and improve communications among employees at multiple sites.
- Built-in PC terminal application for remote system access – PC terminal application client can be run from a web browser.
- The *Web Server* provides access to a standard browser interface that allows your system managers to initiate automated backup/restore procedures and to download applications directly from the switch.

- *Call Accounting* support allows System Message Detail Recording (SMDR) information to be automatically written to the local system hard disk—making this call data as easily accessible as data on any other Windows NT workstation within your LAN.

Streamlined System Management

Avaya Site Administration is a Windows-based management tool that provides an easy interface into your DEFINITY and *INTUITY* AUDIX systems.

Via the LAN connection, you can quickly access any number of DEFINITY One systems to perform routine moves, adds, changes, and maintenance tasks. A wizard will step you through adding both DEFINITY station and *INTUITY* mailbox information through a single point of entry. For flexibility, *Avaya Site Administration* is available in a choice of languages including English, German, and Spanish.

For disaster recovery, DEFINITY OneE allows the user to schedule centralized backups of critical system information for all remote DEFINITY ONE sites. For flexibility, these automatic backups can be sent either to a removable PCMCIA disk (included with the DEFINITY ONE system) or across your network to the file server of your choice.

Either way, you are reassured that multiple copies of translations, *INTUITY* AUDIX subscriber information, and even your Windows NT registry files are available in case of an emergency.



The Flexibility to Scale to Your Needs

The DEFINITY One Communications System is ideal for the small business location. The system's compact, modular design provides flexibility in how you configure your DEFINITY One system from the start, *plus* allows it to grow as your business needs require. And, the system's circuit packs, phones, and cabinet may be reused with other DEFINITY systems, to protect your investment and minimize the expense of upgrades.

Committed to Protecting Your Investment

With the DEFINITY One system, Avaya delivers a communications solution that will meet your needs today and *continue* to meet your needs into the future—accommodating growth as well as emerging technologies, to protect your investment.

And, Avaya further protects your investment by providing world-class support and a single maintenance plan to cover your DEFINITY One system and all its integrated applications.

To learn more, contact your Avaya representative, authorized BusinessPartner, or visit our Web site at avaya.com.

¹ External Caller ID where supported by a Central Office.

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