



# Avaya Aura<sup>®</sup> Communication Manager

## Your Foundation for Unified Communications and Call Center solutions


### Overview

Getting together with customers, coworkers, and suppliers is no longer enough. Employees need tools to take an active role in creating value, delighting customers and engaging colleagues with flexible interactions that deliver business results. To enable this transformative, people-centric engagement, Avaya continues to support development of the Avaya Aura<sup>®</sup> Platform – a set of seamless components that bring together to provide comprehensive unified communications and customer experience solutions that deliver a meaningful impact to your business.

Avaya Aura<sup>®</sup> Communication Manager is a foundational element of the Avaya Aura<sup>®</sup> Platform, and delivers rich voice, video, mobility, messaging and engagement capabilities on a resilient, distributed network.

[Avaya Aura Communication Manager enables your digital transformation with:](#)

- Robust voice, and video call processing capabilities.
- Advanced workforce productivity and mobility features.
- Built-in conferencing and call center applications.
- Centralized or distributed messaging and attendant capabilities.



## Avaya Aura® Communication Manager is a comprehensive software foundation for real time employee and customer engagement.

- Connectivity to a wide range of analog, digital, and SIP / IP-based communication devices.
- Support for global industry-standard communications protocols over a variety of different networks.
- High availability, reliability and survivability.
- More than 700 services for unified communications, including support for mobility, customer contact, messaging, auto attendant, multimedia conferencing and E911 across numerous verticals including finance, education, health care, transportation, manufacturing and hospitality.

### Key Customer Benefits

#### Pervasive Collaboration

- **Handles communications effectively:** Multiple options for routing, queuing and priority handling of voice and video.
- **Increases efficiency:** Easy-to-use features save workers time, allowing a focus on business not technology.
- **Improves collaboration:** Workers can easily access collaboration capabilities like conferencing and remain productive while on-the-go with advanced mobility capabilities.

#### Helping ensure business continuity

- **Transparent system failover:** Multiple points of redundancy can be built in to your network providing automatic back up in the event of network, hardware or software issues.
- **Voice quality monitoring and management:** Checks for network conditions that adversely affect voice quality and automatically applies corrective action.

#### Promoting enterprise security

- **Secure by design:** Avaya Aura Communication Manager applications can be isolated from the rest of the enterprise network to safeguard them from viruses, worms, DoS and other attacks. Avaya Aura Communication Manager also uses the minimum number of services and access ports to reduce susceptibility to malicious attacks.
- **Secure communications:** Avaya Aura Communication Manager uses media encryption between servers, gateways and endpoints to secure the voice stream and signaling channels.

## Avaya Aura® Suite Licenses

Avaya Aura Suite Licensing provides simpler purchase options for Avaya Aura customers. Suite licenses bundle select features that ensure each enterprise user receives the best set of capabilities for their business role. Suites are available in two levels:

- **Core:** includes the complete Avaya Aura Platform of Communication Manager, Session Manager, System Manager, Presence Services, Session Border Controller for Enterprise and user entitlements to Avaya Spaces, Avaya Workplace and Avaya Messaging.
- **Power:** includes all the capabilities in Core plus the ability to host Avaya Spaces collaboration sessions.



## Open Standards

- **Support for open standards:** Facilitates integration of third party solutions, including Microsoft and IBM solutions, as well as the option to embed communications into business processes, streamlining daily tasks.
- **End-to-end standards-based application integration:** Linux-based Avaya Aura Communication Manager software provides integration of legacy (TSAPI, JTAPI, CSTA) and new (Web services and service-oriented architecture) standards.

## Simplified Network Management

**Avaya Aura® System Manager:** Provides intuitive centralized administration of an Avaya Aura network including multiple instances of Communication Manager. It takes a solution level approach to network administration that allows IT departments to incorporate new components and applications under a common management umbrella, managing the elements of the Avaya Aura Platform together as a system.

## Quality Experiences

- **Voice and Video Features:** Comprehensive and easy to use features (i.e. auto attendant, call transfer, call forward, etc.) facilitate effective communications among employees, customers and partners.
- **Mobility Features:** Extensive WiFi or dual mode Wifi / Cellular capabilities keep employees productive when away from their desks. Extension to Cellular (EC500) makes twinning a cell phone with a desk phone transparent for the user, and Avaya IX Workplace (Equinox) for Windows, Mac, iOS, and Android devices provide enterprise grade capabilities on a variety of device.
- **Collaboration:** From simple audio Meet Me Conferences for up to six parties to Avaya IX Workplace (Equinox) for complete, high capacity voice, video and desktop sharing, Avaya makes it easy to collaborate with groups of peers, customers and partners.
- **Integrated Messaging:** Sophisticated messaging features and full capability for messaging integration with voice, fax and e-mail.
- **Call Center Integration:** Avaya Contact Center Elite and Avaya Oceana run on Avaya Aura® Communication Manager and can easily be configured to include robust omnichannel routing capabilities for today's contact centers, including the collection, queuing, and delivery of voice and non-voice work items, such as e-mail and text or web chat sessions, to an appropriately skilled agent. The powerful routing algorithms that reside in Avaya software determine the right resource for each contact.
- **Telecommuting:** Telecommuter capabilities route calls appropriately and give employees access to the full Avaya Aura Communication Manager feature set whether working at home, in the office or on the road.

Its supports over 700 features and services for unified communications and customer experience management including mobility, messaging, advanced conferencing and omnichannel customer contact.



- **Application Integration:** Lets application developers integrate Avaya Aura Communication Manager functionality into new or existing applications and business processes for real-time engagement.
- **SIP Support:** In conjunction with Avaya Aura® Session Manager, provides complete feature enablement for SIP devices, support for SIP trunking and integration of 3rd party SIP solutions.
- **Quality of Service:** QoS features like Inter-Gateway Alternate Routing (IGAR) and Call Admission Control provide a no compromise approach to reliability and functionality on converged SIP/IP networks. This ensures that Avaya Aura Communication Manager end users receive the same extensive features and high quality audio they have on their traditional Avaya solution as they transition to SIP/IP based solutions.
- **Reliability & Survivability:** Supports a wide variety of servers, gateways and survivability features enabling 99.999% availability or better.
- Avaya Aura Communication Manager is capable of mirroring processor functions, providing alternate gatekeepers, supporting multiple network interfaces and ensuring survivability at remote and central locations.
- **Intelligent Networking and Call Routing:** Allows organizations to create a virtual fabric of switches that can pass information and calls, providing higher levels of customer service. Call routing features are also designed to reduce networking costs through effective use of SIP/IP Trunking over WAN or LAN links.
- **Security and Privacy:** Security features for detecting probable breaches with notification and tracking alerts. Also provides real-time media encryption for environments where enhanced voice privacy over a LAN/WAN is required.
- **Safety and Disaster Recovery:** Tools to help organizations manage and respond to unforeseen emergency situations.
- **Integrated Management:** Powerful built-in tools for administrators and network managers to maintain communication solutions and drive down total cost of ownership, including applications for network management, configuration management, and fault and performance monitoring.
- **High Density Media Server:** Avaya Aura Media Server provides virtualized high density DSP resources to reduce TCO.

## Technical Specifications, Operating System and Supported Servers

- VMware® 7.0A with Avaya supplied servers: Avaya Common Servers, ASP 130 and S8300.
- VMware® 6.7 and 7.0 OVAs on customer supplied servers.
- Software Only: Customer provided hardware , hypervisor and Linux OS.
- Avaya hardened Operating System: Red Hat Enterprise Linux.

### Capacity

Total number of Stations: 41,000

SIP Endpoints: 41,000

SIP Trunks: 40,000 Configured Trunks; 24,000 simultaneous active trunks

Users: Up to 300,000 users and 1M SIP devices

### Learn More

To learn more about Avaya Aura Communication Manager talk to your Avaya Account Manager or Authorized Partner.

Also, visit us at [www.avaya.com](http://www.avaya.com).



## About Avaya

Businesses are built by the experiences they provide, and every day millions of those experiences are delivered by Avaya Holdings Corp. (NYSE: AVYA). Avaya is shaping what's next for the future of work, with innovation and partnerships that deliver game-changing business benefits. Our cloud communications solutions and multi-cloud application ecosystem power personalized, intelligent, and effortless customer and employee experiences to help achieve strategic ambitions and desired outcomes. Together, we are committed to help grow your business by delivering Experiences that Matter. Learn more at [www.avaya.com](http://www.avaya.com)