



# Avaya Cloud Office® by RingCentral: How it Works

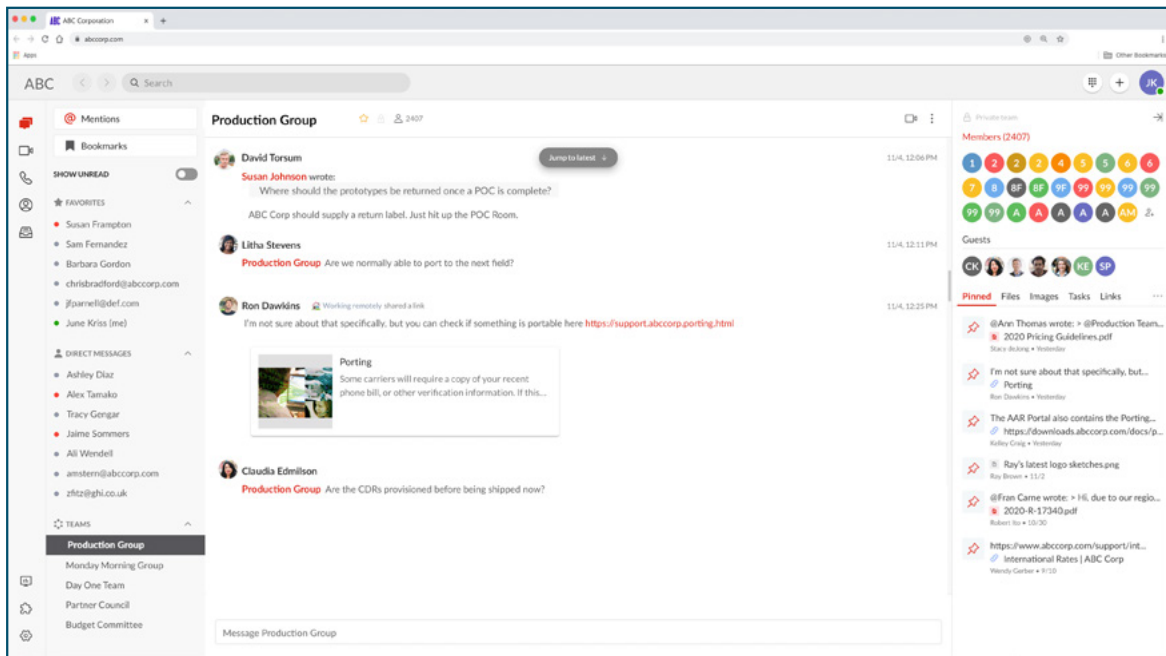
## Intuitive, integrated communications from a single application

Get a communications solution that accelerates your business. Call, meet, message and more, all from within a single interface on your desktop or mobile device. Stay reachable, productive and engaged wherever you are, on the device that makes sense to you at any particular moment. Simplify your communications so you can get on with what matters.

With Avaya Cloud Office® one app meets all your needs and one tap or click is all it takes. Find a contact, answer, screen or forward your calls. Get notifications of your messages. Send a Fax. Engage with the people you need to, regardless of your location. With Avaya Cloud Office you can also:

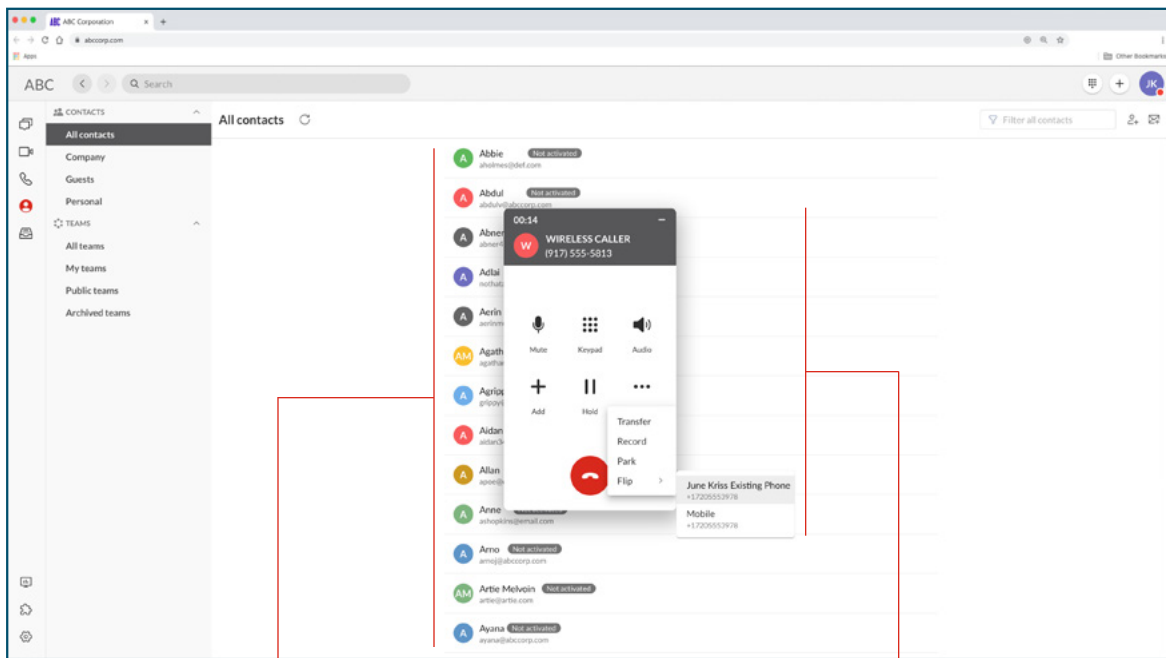
- Easily invoke audio conference calls - add up to six callers to an existing call and split calls anytime.
- Empower supervisors to coach staff with options to listen in, whisper-coach or join conversations.
- Start a video conference with a single click; invite global participants to join with local access numbers.
- Stay in-sync - Messages, Favorites, and call logs synchronize across your devices.
- Integrate with Google Calendar™, and Microsoft Outlook® to see, set up and join meetings and conference calls
- Receive notifications for missed calls and messaging

## How it Works



### All Your Messages In one place

One to one and team messages clearly organized - reply with a single click. Find what you need with comprehensive search and append files, tasks, links and notes into the appropriate message stream for easy access.

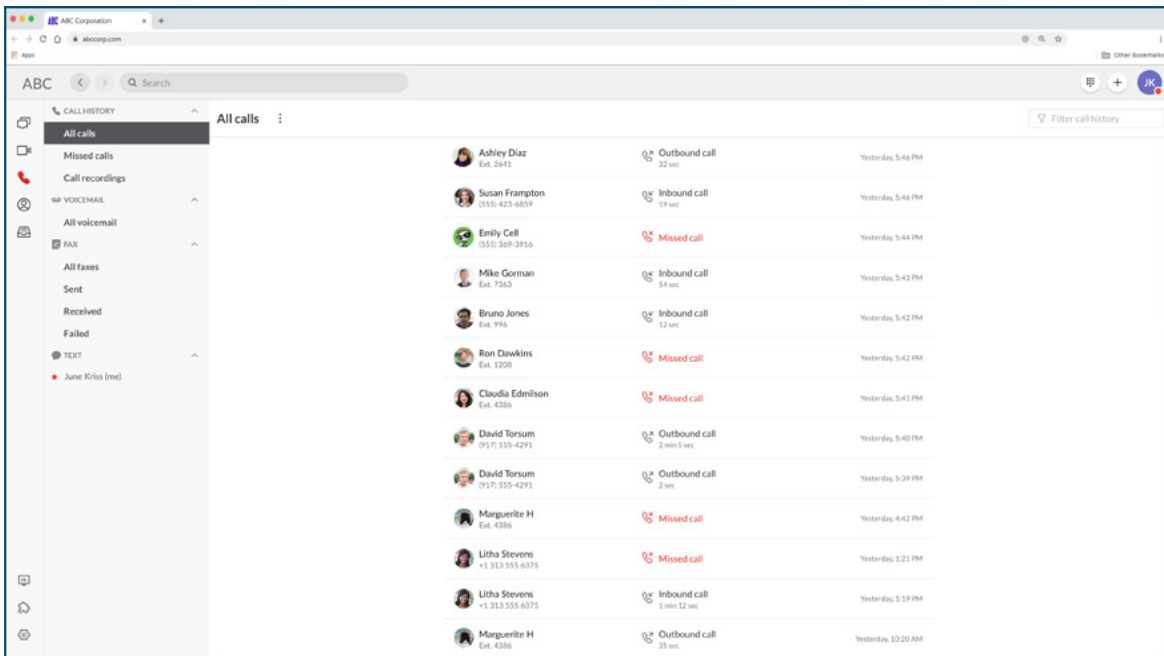


### Directory Integration

Simply type a name or number to access your company directory. See their presence indication and engage them through messaging, voice, video or Fax with one click.

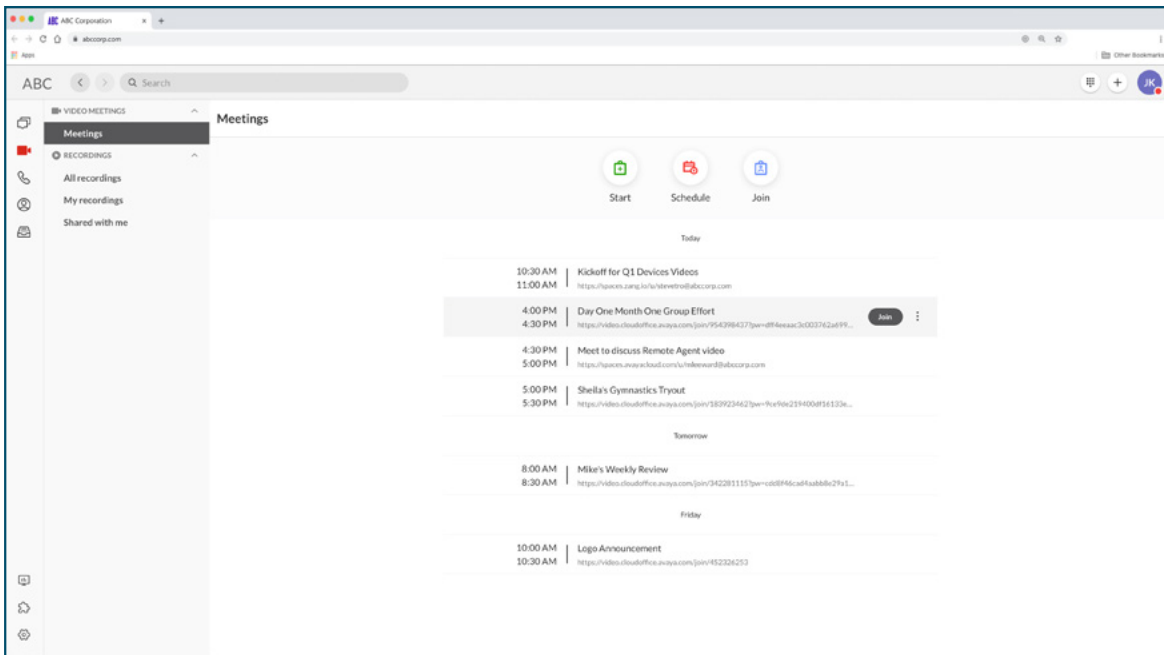
### Intuitive Call Control

Hold, transfer or park a call with a single click. Flip the call to another device as you move from mobile to desktop and back again.



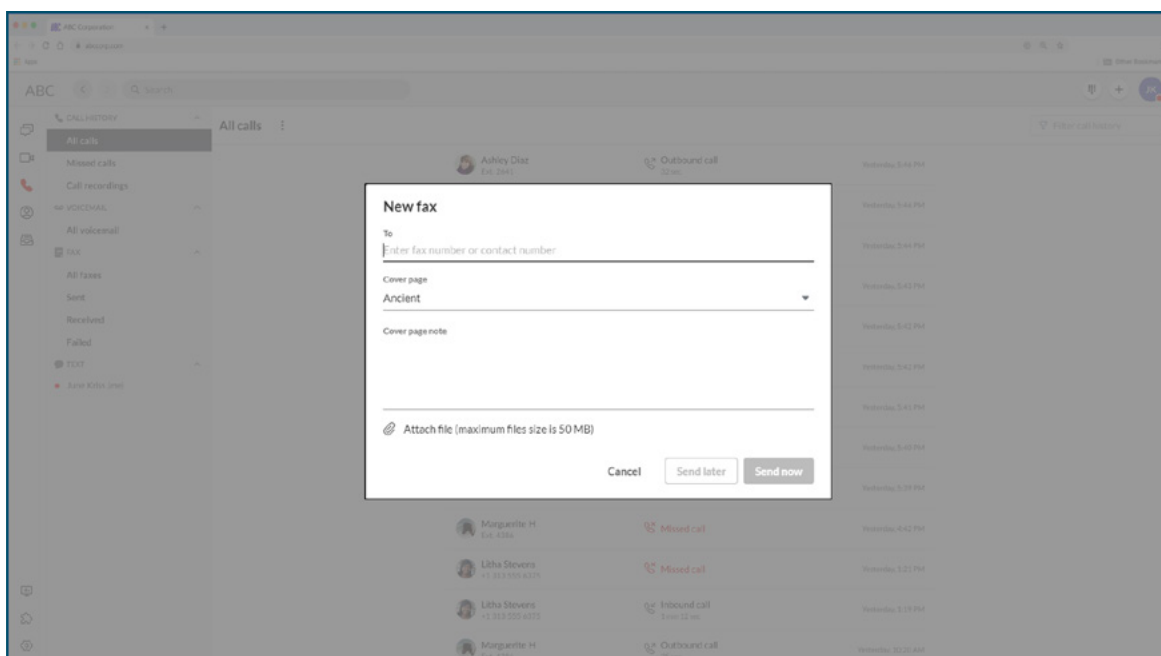
### Complete Visibility to your Communications History

All your calls, voice mail, recordings, faxes and business texts (North America only) clearly visible with red flags to indicate new communications. Reply with a single click.



### Calendar Integration

See your meetings schedule, synced with Google Calendar or Microsoft Outlook. Click to join with no need to enter access codes or a meeting ID. Easily add a new meeting from your Meetings screen or from within a Team message stream, again, with full integration to your calendar and email.



## Fax From Your Desktop

Easily pull Fax numbers from your contacts list or enter them from your keyboard. Add instructions, drag and drop files, and send immediately or in the future.

**Settings allows the user to easily adjust their name, title, record their name for greetings and change their password.**

## The User Extension Portal

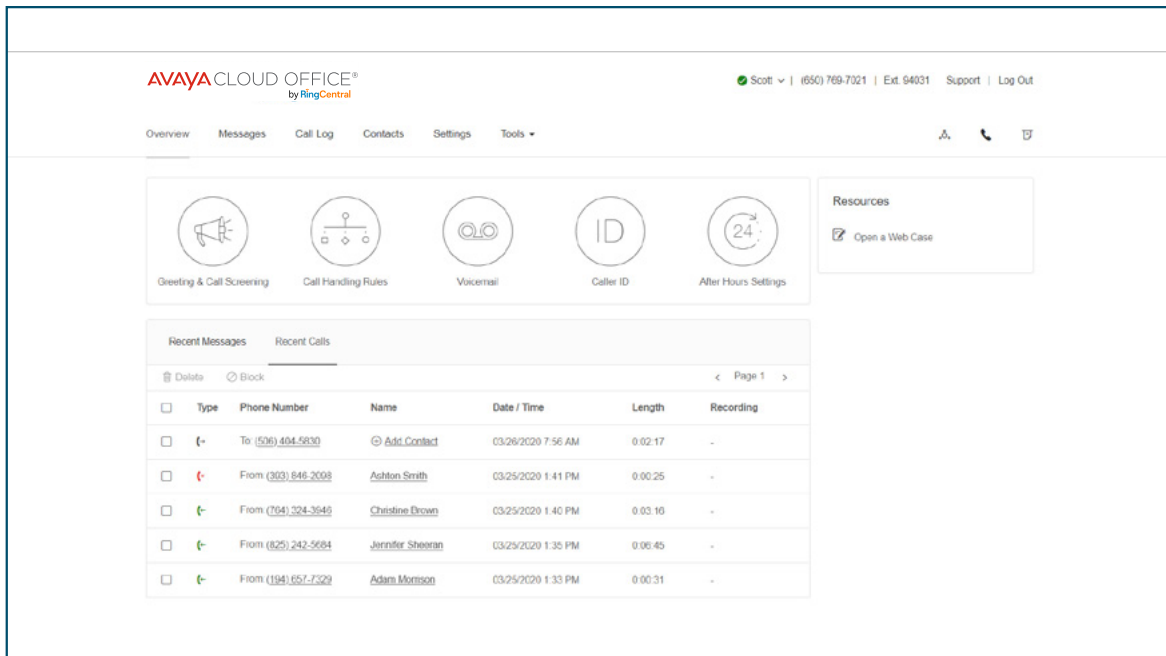
Each user can take charge of their own extension, with the ability to adjust call handling rules, view call logs, access messages, and record their own greetings.

The Overview Tab provides a list of recent messages and calls, along with access to:

- Greetings and Call Screening: set greetings based on time of day, choose music on hold, and block nuisance callers
- Call Handling and Forwarding: establish find me / follow me rules
- Voicemail: Record your greeting or accept the default
- Caller ID: Define which phone number will display as your Calling Line ID for outgoing calls
- After Hours settings: Set workhours, and grant permission for others to set meetings on your behalf

The Messages tab provides another location to find and search on all your messages.

The Call Log tab provides a detailed tracking of all your inbound, outbound and missed calls up to the last 60 days. Logs can be sorted on call type, call directions, and time since the call was made.



### Flexible User Settings

The Contacts tab provides a complete and searchable list of contacts sorted by either business or personal and the Tools tab provides a convenient location to access new applications, recordings and the Developer Portal.

To learn more please link to [avaya.com](http://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).