AVAYA CLOUD OFFICE® by RingCentral

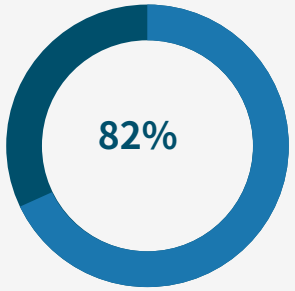
# Avaya Cloud Office® by RingCentral

## Online meetings for a new generation of work

When Apple's FaceTime debuted in 2010, it signaled a new era of video communication. Very quickly, people embraced the technology to the point that today, video chat is fast approaching text messaging as the go-to personal communication tool for Millennials and Gen Zs. So when those younger generations entered the workforce, so too did their lifestyles, dramatically impacting how each of us work. In particular, their preference for video communication has led to a rise in the popularity of video meetings.

Video's rapid growth as a business communication solution also arrives amid the backdrop of a dramatically shifting workforce. Remote work grew at a steady rate until the pandemic struck, where now 72% of employees work from home to some degree. After the pandemic, 38% of executives say employees will work remotely two or three days a week, according to a McKinsey study.

The rise of video meetings makes sense in the context of a more distributed, global workforce. The biggest reported struggle of remote work is lack of community: 21% of remote workers named "loneliness" as one of their top on-the-job issues. Video meetings help build stronger connections. A recent survey revealed that 48% of respondents think that using video calls builds relationships and trust better than audio-only meetings.




According to a 2021 Metrigy study, **82% of businesses surveyed** now use video conferencing for most or all of their meetings.

# Benefits of online meetings

In many ways, video meetings have the potential to be even more productive than in-person meetings, with built-in capabilities for file sharing, chat, and recording, among other features, that build a stronger experience before, during, and after each meeting. The benefits of online meetings include:

- The ability to connect with colleagues, partners, and customers that simply can't meet in person
- Travel cost reductions from moving inperson meetings to online
- Greater work-life balance for workers, who no longer need to travel as often
- Easy collaboration with internal and external team members via multimedia, including voice, video, chat, screen sharing, document sharing, and more
- Convenience: the ability to connect across multiple devices anywhere in the world

# Challenges of online meetings

The challenge for many workers today, however, is finding a video meeting solution that addresses the demands of the shifting workforce.

With the consumerization of IT, workers demand more than traditional communications tools can deliver. In particular, they want high-quality HD audio and video meetings that feature a simple, intuitive user interface.

They also need a meeting solution that works—fast. In the survey, 39% of respondents said they wanted a single click to join online meetings. This reflects that current solutions require downloads that frequently cause delays for attendees, which significantly hampers productivity.

**Just as importantly, workers today have expressed a strong preference to have their meeting solution integrated with their other key modes of communication.**

Message Video Phone

This consolidation of communication reflects the faster pace of work today and the need to both communicate and collaborate in real time across communication modes and devices, preferably with a single click. It also reflects the need to be able to switch communication modes on the fly—from a chat to a phone call or a chat to an online meeting—with a single click, without losing context or momentum.

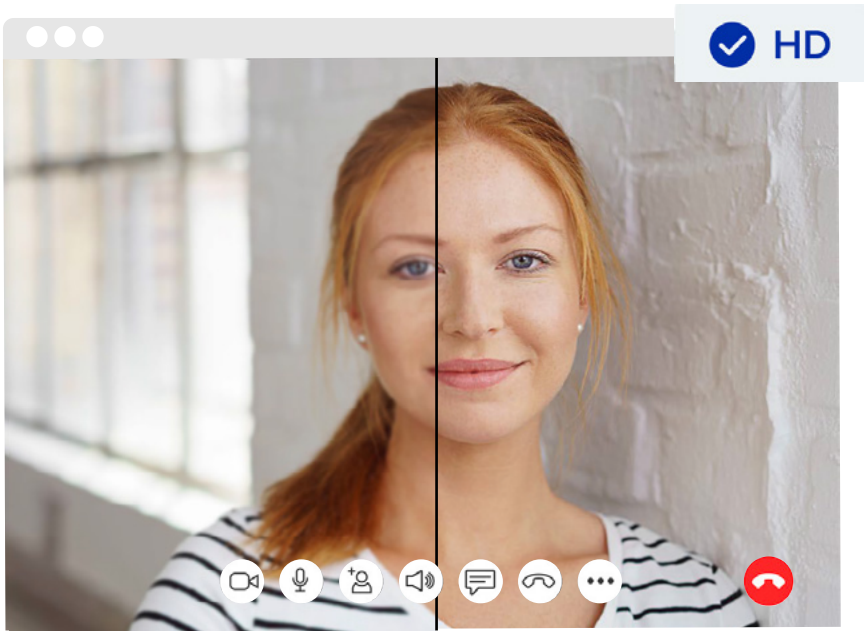
It also reflects the need for workers to have a single platform that stores not only conversations and documents, but context—a powerful element of the new communications experience that makes online meetings part of a rolling conversation (across voice, chat, and meetings) that builds history and knowledge. As workers move from project to project at lightning speed, unified platforms for communication ultimately store a wealth of information around topics in understandable and easy-to-search formats that allow team members to get up to speed much more quickly than ever before. By seamlessly integrating voice, messaging, and meetings on one seamless platform, each method of communication essentially becomes vastly more powerful than the sum of the parts.

This sort of dexterity requires a cloud solution, which explains the rise of unified communications as a service (UCaaS) solutions in recent years. In an on-premises solution, maintaining the sophisticated integrations necessary to develop and innovate this seamless communications experience is simply too resource- and cost-intensive for modern organizations to support. It's no wonder then that Synergy Research Group has predicted that UCaaS subscribers will grow by an average annual rate of 26% over the next five years, primarily driven by enterprise customers.

### Avaya Cloud Office Video: Meet faster, work together

Avaya Cloud Office provides a solution that spans calling, meeting, and messaging and delivers a fast, smart, and open solution that distinctly fits today's agile workforce. It delivers an all-in-one solution that has everything you need, including a video meeting experience as part of the integrated solution that also includes messaging and calling capabilities.

# Key Features




HD audio and video

### Enterprise-grade video conferencing

Avaya Cloud Office Video delivers a high-quality HD audio and video experience for users, with up to 720p resolution video quality and 1080p resolution for content. Our enterprisegrade platform provides global coverage for anywhere, anytime, any-device collaboration with robust security and compliance protocols to protect your data.

### No downloads, no waiting

Ever had that experience of clicking on a meeting link, only to find you've got to download something to join? Or what about waiting to start your meeting because others are having that same experience? In your busy workday, you don't have time to wait. Avaya Cloud Office lets you join by mobile client, desktop client, or any browser, so there are no downloads—no waiting while attendees fuss with incompatible devices and slow downloads. Just click and you're in. Avaya Cloud Office offers he rich, HD-quality experience you expect, including screen sharing and annotation, with no hassle.

### One app for all your communications

Avaya Cloud Office provides a seamless unified communications experience—across desktop and mobile—that includes phone, messaging, SMS, and fax as well. Because it's one integrated communications app for phone, messaging, and video meetings, Avaya Cloud Office delivers a powerful contextual experience that begins prior to your meeting and extends well beyond it.

## Pre-meeting

- Create recurring meetings from a message in one click.
- Start and join meetings from a message.
- Meeting prep: agenda, content, and discussions are shared in a messaging group.
- Messaging calendar integrations and reminders.

## During-meeting

- Replace meetings chat with messaging.
- Auto-reminders in messaging groups for those late to meetings.
- Presence set to “In Meeting” in messaging status.
- Assign tasks in a messaging group.

## Post-meeting

- Post meeting notes in a messaging group.
- Post task reminders in a messaging group.

# Document and screen sharing

Avaya Cloud Office works across all devices to allow users to share their entire screen with attendees or simply one application. Other attendees can easily take control to share their screens, and users can annotate as the meeting continues.

**A clean, intuitive user interface**
Avaya Cloud Office's clean user interface makes it simple to understand who's speaking at any time and also has the ability for any attendee to use an avatar. Users can quickly adjust screen sizes, view participants, and chat with individual attendees or the entire group.

**Analytics for better decision making**
Avaya Cloud Office gives you a dashboard view of meetings usage across your organization, with the ability to drill down into user activities, such as use of video, microphone, and screen share. Our dashboard also provides an overview of the global performance of Avaya Cloud Office.

**Call options**
Meeting hosts can choose toll or toll-free calling options for their meetings, with the ability to allow attendees to use their computer audio or have the meeting dial them directly (included free).

**Record and stream**
Keep track of crucial data and share vital information with unlimited cloud recording and streaming for viewing on desktop and mobile.

**One-click scheduling**
Start or schedule an online meeting directly from Microsoft Outlook with just a click. Instantly sync with Avaya Cloud Office.

**Personalized meeting rooms**
Avaya Cloud Office's personalized rooms allow you to have your own private space for meetings. You can schedule meetings or keep your meeting room open to allow others to filter in and out.

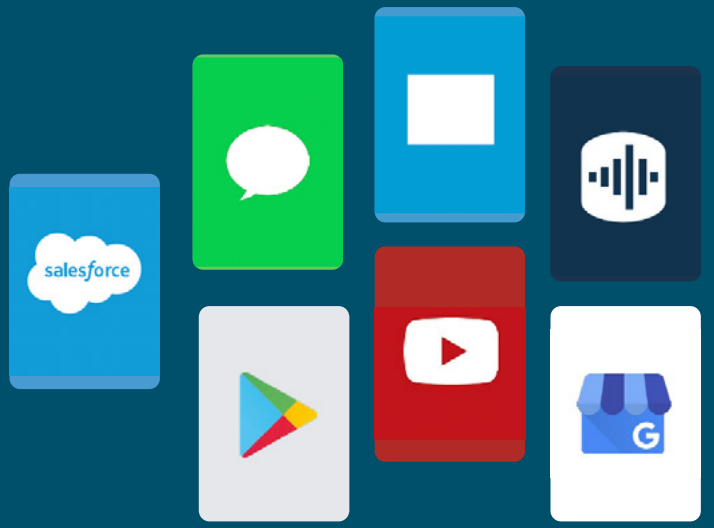
## Robust security to protect your critical data

At Avaya, security and customer trust are core business values, and we build these into every edition of Avaya Cloud Office, not just our premium tiers. To prevent hackers from exploiting vulnerabilities, we deploy best-of-breed network protections optimized for voice and data. These protections—together with our experts continuously monitoring systems for anomalies—help prevent service disruption, data breaches, fraud, and service hijacking. With Avaya Cloud Office, all data is encrypted in transit and at rest, using applicable industry-leading encryption, standards, and protocols.

Stay Connected:

### 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.




## An open platform that scales with your business

The Avaya Cloud Office open platform means you can connect with your most important enterprise apps—such as Office 365, Google, and Salesforce, among many others. We currently feature more than 200 out-of-the-box, zero-touch business application integrations that let you schedule, host, or join meetings right from your mission critical apps. Your developers can also use our APIs to build custom integrations to incorporate emerging technologies such as artificial intelligence and machine learning.