



# Avaya DEFINITY® AUDIX® Messaging System

## Cost-Effective Communication Solution for Today's Customer Economy

Communication is essential for success in today's customer-driven environment. With convenient access to voice messages from the phone—or even a desktop computer—your employees can more effectively collaborate to make faster, better decisions and provide superior service.

Converged Voice and  
Data Networks  
Customer Relationship  
Management  
Unified Communication

Supported by:  
Avaya Labs and Services

Now you can facilitate collaboration and relationship management throughout your entire "virtual enterprise"—customers, employees, suppliers, and partners—with the Avaya DEFINITY AUDIX messaging system. Designed to meet the messaging needs of up to 2,000 employees, the DEFINITY AUDIX system allows you to preserve capital by starting at just the size you need today. As you grow, our investment protection program lets you migrate cost-effectively to an INTUITY™ AUDIX® message server.

Take advantage of the DEFINITY AUDIX messaging system to position your company for success by strengthening the essentials of communication:

- **Collaboration**—Many people in the virtual enterprise prefer to communicate via voice messaging because it is quick, effective, and enables better time management. By facilitating collaboration, the DEFINITY AUDIX messaging system can improve decision-making and customer service.
- **Relationship management**— Customers remain loyal to companies that provide rapid information, ordering, and escalation. The DEFINITY AUDIX messaging system helps employees quickly identify and respond to high priority messages.
- **Information access and delivery**—Whether employees are in the office, traveling, or working from home, the DEFINITY AUDIX messaging system enables them to retrieve and send messages from the phone, as well as their office PC.





## Easily Access Voice Messages from Phone or PC

On a typical day, employees retrieve voice messages from their telephones and e-mail at the computer. Checking both devices is time consuming, and urgent communication often can easily be overlooked. With DEFINITY AUDIX you can more easily retrieve, organize, and respond to messages by priority. Use the phone to listen, create, send, and forward messages. Or take advantage of the included INTUITY™ Message Manager software to access, organize, archive, or send messages using your desktop computer with an intuitive Windows® -based interface.



## Scale as your Business Grows

eBusiness creates growth opportunities—and your message system needs to grow in step. The entire DEFINITY AUDIX is housed in your DEFINITY voice communications system and supports up to 2,000 employees. As you grow, use our investment protection program to migrate to an INTUITY AUDIX message server, which employees can begin using immediately with no additional training.

## Remain "Open" 24 x 7

To ensure your company remains accessible to global customers around the clock, the DEFINITY AUDIX offers sophisticated maintenance and security capabilities that save time and support the reliability your users count on.

## Conduct Business in Your Customers' Language

In a global economy, the ability to communicate with callers in the language of their choice is a competitive advantage. The DEFINITY AUDIX system supports up to nine languages, enabling you to deliver specialized customer service that sets your business apart. You can choose from more than 30 languages.

## Take Advantage of Avaya Professional Services

Avaya Professional Services provides a full range of offerings for implementation, administration, training, and education, delivered by a team of Microsoft Certified Software Engineers (MCSEs) and Certified Novell Engineers (CNEs). To ensure smooth deployment of your included software applications add the following optional service offerings:

- Message Manager implementation and/or end-user training
- Point-to-point networking

## Harness Messaging for Success

With convenient access to messages from phone or PC, your employees can respond at the accelerated pace that's here to stay. Take advantage of DEFINITY AUDIX messaging for the communication capabilities essential to your success.

To learn more about DEFINITY AUDIX messaging systems, contact your Avaya representative or visit our web site at [avaya.com/solutions](http://avaya.com/solutions)

### Feature Summary

- Visual desktop access to messages
- LAN interface for IP-based applications
- Traditional telephone user interface
- Support for up to nine languages on a single system
- Digital networking and support for Audio Messaging Interchange Specification (AMIS)
- Full message storage capacity without the need for activation.

eBusiness Requirement	DEFINITY AUDIX Solution
<b>Collaboration</b> , for better decision-making	<ul style="list-style-type: none"> <li>• Powerful, flexible voice messaging</li> </ul>
<b>Relationship management</b> , for the service that retains customers	<ul style="list-style-type: none"> <li>• Ability to quickly identify and respond to urgent messages from phone or PC</li> <li>• Support for up to nine languages</li> </ul>
<b>Information access and delivery</b> , for fast answers from anywhere	<ul style="list-style-type: none"> <li>• Convenient access from phones at work, at home, or on the road</li> <li>• INTUITY Message Manager, for access to voice messages from the PC</li> </ul>
<b>Networking</b> , to extend communication to the entire virtual enterprise	<ul style="list-style-type: none"> <li>• Digital networking</li> <li>• LAN interface</li> </ul>