

Esna Technologies

Telephony Office-LinX, A Total Unified Communications Solution

Connecting with customers is a company's primary focus, making it imperative that communications of any type consistently reach employees whenever possible. To facilitate reliable connections, businesses implement unified communications solutions, combining mobility and presence applications with unified messaging.



Telephony Office-LinX (Office-LinX), the unified communications solution from Esna Technologies (Esnatech) – a Gold-level member of the Avaya DevConnect Program – helps companies keep their customers and employees connected regardless of location or preferred methodology. Telephony Office-LinX allows users to connect to an enterprise network, providing real-time answerability for incoming calls, access to voice mail and e-mail messages, and presence availability with instant messaging capabilities.

Esnatech's Telephony Office-LinX works with Avaya Aura™ Communication Manager and Avaya Aura™ SIP Enablement Services to provide an extremely cost effective foundation for both the easy and ready deployment of value added centralized and/or sequenced applications that increase productivity and business agility.

- **Avaya Aura Communication Manager** is an open, scalable, and highly reliable IP telephony solution that provides centralized call control for a resilient, distributed network of media gateways and a wide range of analog, digital and IP-based communication devices.

- **Avaya Aura SIP Enablement Services** provides connectivity, integration and a smooth migration path to SIP-based communications resulting in a highly scalable, highly reliable SIP communication network for telephony, instant messaging, conferencing and collaboration.

The open architecture of Telephony Office-LinX enables seamless integration with major messaging platforms, giving users the flexibility to access, manage, and respond to any kind of message, using their device of choice, at any time, from anywhere. Secure access to the network helps companies maintain security compliance while allowing employees to be more responsive and productive. In addition, the presence and mobility technology allows users to answer calls live from a mobile phone or remote location with location-based routing and find me/follow me automation. Instant messaging capabilities provide real-time communication between users logged into the network via the Internet, Intranet or Wireless Network.

Features

Telephony Office-LinX leverages both data wireless networks for instant text and SMS messaging from any device to provide users with the tools to communicate with one another. The presence feature allows anyone on the network to see a user's status and availability in real-time. Other features include:

- **Mobility** – Users have secure access to all of their communication needs anywhere, anytime including corporate directory, e-mail, voice mail and fax. The UC mobile client is compatible with many popular mobile devices.

- **Unified Messaging** – Telephony Office-LinX integrates seamlessly with a company's existing voice, text, data and fax messaging platforms.
- **Integration with SaaS-based Solutions** – A screen-pop derived from caller profile information is generated through the integration of Avaya Aura™ Communication Manager with Salesforce.com CRM and other web-based CRM solutions.
- **Speech Access** – Speech-enabled solutions offer users the opportunity to use verbal commands to access the auto-attendant, internal directory, personal and public contacts, IVR services, text-to-speech and speech access to messages and soon to be released Speech Authentication and Speech Biometrics.
- **Emergency Notification** – The mass notification service enables companies to communicate with all employees or a select group of employees using SMS, voice mail, e-mail, fax or instant message.
- **High Availability** – The Site or Geo-redundant solution allows a secondary server, whether in the same location or another, to seamlessly assume telephony activities should the main server fail.

Benefits

- **Scalability and Interoperability** – Single, easy to administer and scalable (up to 800 SIP session), OfficeLinX enables faster and easier deployment

of communication capabilities such as voice, video, messaging and presence in conjunction with other third-party business applications and integrates to virtually any PBX or e-mail solution.

- **Open Standards** – Open standards-based design in a software solution that operates on a Windows 2003 platform, allows companies to utilize their own server standards. Companies can leverage existing procurement, support vehicles and partnerships to make Office-LinX just another familiar application node in their network.
- **Improve Productivity** – Secure instant messaging provides immediate access to a mobile workforce. Users can view co-workers' presence status from any location in real-time and choose the best method of communication.
- **Lower Communication Costs** – Speech-enabled access to messages and contacts allow users to listen to e-mail and voice mail, retrieve co-workers' extensions and forward/reply to messages by speaking commands.
- **Reduce Support Costs** – High availability provides enterprises with a reliable disaster plan for unexpected server failure. Full interoperability with a company's current telecommunications infrastructure and almost any e-mail platform enables unified messaging functionality with less IT-related support.

ABOUT DEVCONNECT

The Avaya DevConnect Program provides a wide range of developer resources, including access to APIs and SDKs for Avaya products, developer tools, technical support options and training materials. Registered membership is free to anyone interested in designing Avaya-compatible solutions. Enhanced Membership options offer increased levels of technical support, compliance testing, and co-marketing of innovative solutions compatible with standards-based Avaya solutions. To learn more, or register for membership, please visit www.avaya.com/devconnect.

System Requirements

Telephony Office-LinX requires a Pentium 2.2 GHz processor with a SVGA graphic card and DVD drive. The server must have a minimum of 2 GB RAM and 40 GB of available hard disk space, running the Microsoft Windows XP Professional/2003 Server operating system.

Learn More

For more information on how Avaya Intelligent Communications can take your enterprise from where it is to where it needs to be, contact your Avaya Account Manager or a member of the Avaya Connect channel partner program, or access other collaterals by clicking on **Resource Library** at www.avaya.com.

ABOUT ESNA TECHNOLOGIES

Founded in 1989, Esna Technologies' mission is to provide communication solutions that are simply the best way to communicate. A leader and pioneer in the unified communication industry, EsnaTech delivers award-winning enterprise mobility, presence and messaging solutions. EsnaTech solutions empower enterprises by providing the flexibility to conduct business at any time, from anywhere, to manage information as needed. Headquartered in Richmond Hill, Ontario, Canada, EsnaTech has OEM and VAR partners in 28 countries worldwide.

For more information, visit www.esnatech.com.

ABOUT AVAYA

Avaya is a global leader in enterprise communications systems. The company provides unified communications, contact centers, and related services directly and through its channel partners to leading businesses and organizations around the world. Enterprises of all sizes depend on Avaya for state-of-the-art communications that improve efficiency, collaboration, customer service and competitiveness.

For more information please visit www.avaya.com.