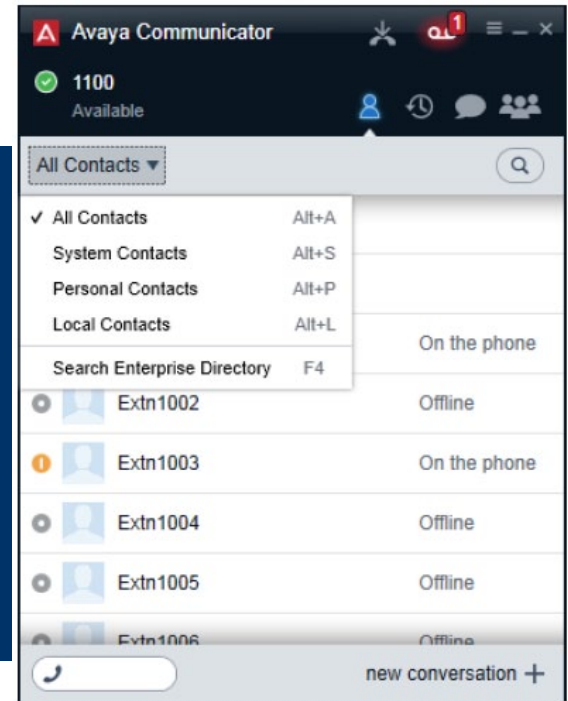




AVAYA COMMUNICATOR

The Avaya Flare® Experience product has been rebranded as Avaya Communicator for both Windows and iPad operating systems. All Avaya Flare® Experience users must use the Avaya Communicator clients going forward. This will allow users to continue to benefit from Voice, point-to-point video and IM/Presence with new features listed below.



COMPACT USER EXPERIENCE– Avaya Communicator Windows will run in a compact form occupying less real estate on your Windows machine. This is the default user-experience and is shown below.

TLS/SRTP SUPPORT - Avaya Communicator now supports secure signaling over TLS and secure media exchange over SRTP. Secure signaling and media exchange enable Avaya Communicator Windows to be used as a softphone in Cloud environments.

CONTACT FILTERING – A user can filter contacts according to a certain criteria and choose to view only System contacts or local contacts or personal contacts.

WEB CONFERENCING INTEGRATION – You can open a Web Conference session from within the softphone.

UNSUPERVISED TRANSFER – Avaya Communicator now supports unsupervised transfer feature.

AUTO-ANSWER SUPPORT – A user can set auto-answer to on which will automatically answer incoming calls. This is useful for Agent user personas.

SIMULTANEOUS MODE – Call-control interfaces like one-X Portal thin client, Outlook/Salesforce plugin can now initiate and control calls using the Avaya Communicator softphone.

PASSWORD CHANGE – User can change his password from within the client. Any password change must meet the password complexity rules set by the IP Office Manager.

ACCOUNT CODE– Users can now set account codes for outgoing and incoming calls.

Contact SKC Communications for more information.
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