

Avaya Agile Communication Environment™ Hot Desking

Realize the business value of flexible working and single number reach

Avaya Agile Communication Environment™ Hot Desking provides a Web interface for users to manage their various phone and video devices. It integrates with a company's existing single or mixed-vendor voice and video environment to help create virtual workspaces for employees wherever they are. The Hot Desking Web interface may be used to set the call forwarding status of an employee's desk phone or to register another device as his or her temporary hot desk phone.

Customer Benefits

Reduce costs

Hot Desking can help enterprises develop and expand flexible working options to drive significant cost savings. As more employees work remotely on a part or full-time basis, individual cubicles may be consolidated into shared workspaces, real-estate expansion may be avoided and buildings even sold or sub-leased. Energy cost savings may result from office closures during non-peak times, such as weekends or evenings, by using remote or home workers to provide call coverage. Hot Desking also drives lower communications costs by leveraging desk phones (internal and external) whenever possible instead of mobile phones.

Improve productivity and business continuity planning

Employees who frequently travel or work from home can use Hot Desking to set up virtual workspaces and remain productive wherever they are, even in the face of unforeseen circumstances that prevent access to the office. Flexible working arrangements can also boost morale and motivation for many employees, leading to decreased absentee days and lower turnover.

Increase revenue opportunities and meet compliance requirements

Hot Desking can provide your customers with single number access to account representatives so that fewer calls are missed or not completed. This application may also help businesses comply with government legislation in some countries that allow workers to request flexible working options, such as within the European Union.

Key Features

Remote call forwarding for inbound calls

Users can access the Hot Desking application from a Web-based interface to set up call forwarding of all desk phone incoming calls to any other phone, thereby providing callers with single number reach. The destination phone can be of any type – internal or external, desk or mobile – as long as it can be dialed directly. No circuits are reserved for call forwarding, as Hot Desking is a signaling-only solution.

Hot desk for outbound voice or video calls

A temporary or hot desk phone instead of the desk phone can be configured via the Hot Desking registration wizard. A user can designate one device of each type (audio or video) as the primary device, which is then used for all incoming and outgoing calls of that type. Outbound audio or video calls are initiated by typing the number into the Web interface. The Avaya ACE Hot Desking solution first rings the hot desk phone (so the user receives an inbound call) and then establishes another call to the dialed number and connects both parties together. A hot desk can be released with a few clicks on the Web interface.

One Number

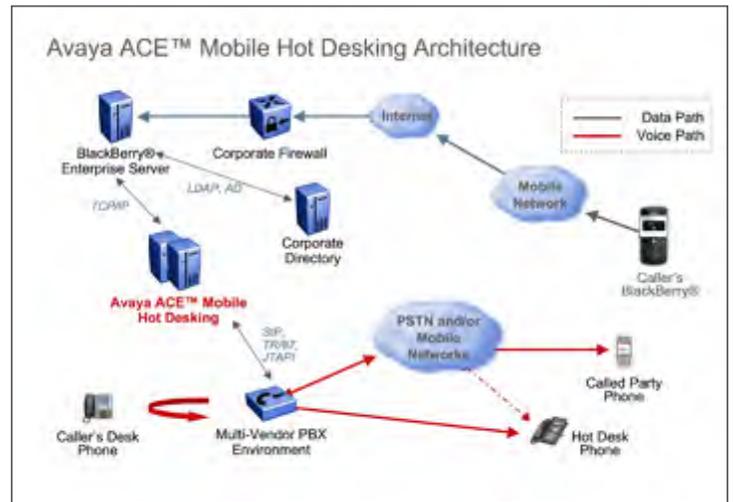
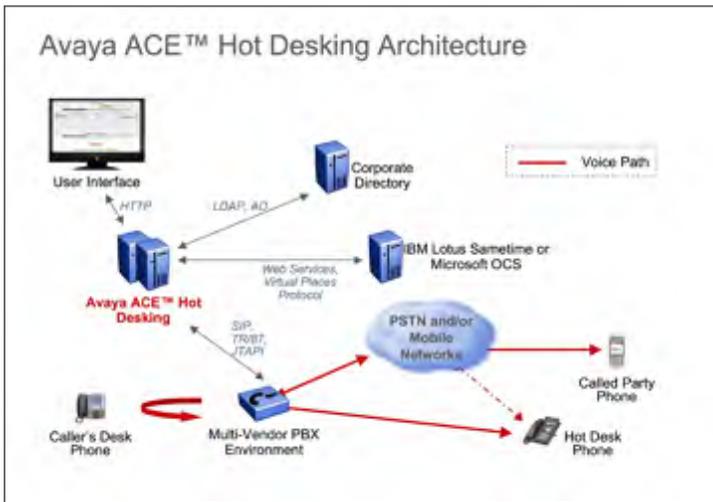
Callers have the option to ensure that all calls placed from the temporary hot desk phone present the calling Line Identifier of their desk phone or other single reach number to the called party.

Context-aware routing

When Hot Desking is integrated with IBM® Lotus Sametime®, an employee's desk phone call-forward settings can be automatically altered depending on the Sametime presence state. For example, the user may stipulate that all desk phone calls be routed to a mobile phone when his or her Sametime presence status is "Away". Similar rules, such as forwarding all incoming calls to voicemail, can be established for Sametime "In A Meeting" and "Do Not Disturb" presence states.

Desktop or mobile Hot Desking options

The desktop version of Hot Desking features a user interface that can be accessed from any Web browser. A complementary mobile version also exists and is accessible by way of a Web-based interface for mobile devices. If login and authentication are successful, the mobile device is automatically detected and redirected to the mobile Hot Desking application homepage. Like the desktop version, mobile Hot Desking can be used to manipulate call forwarding and establish and release the mobile device as the account primary device. The application functions with all BlackBerry® devices running a browser version of at least 4.0, such as the Pearl and 8820 models and Windows® Mobile devices. The smallest supported screen resolution is 260 x 240.



Presence availability for devices and unified communications clients

Voice, video and chat icons across the banner of the Hot Desking Web interface show the capability (e.g. "Not Video Capable") and presence (e.g. "On The Phone") of configured devices. For internal hot desk phones, the presence availability status of the phone is shown to other users of desktop Unified Communications (UC) clients, such as IBM® Lotus Sametime® and Microsoft® Office Communications Server, helping avoid missed calls and telephone/voicemail tag.

Customizable interface with corporate directory and speech dial integration

The application Web user interface can be customized according to a company's branding standards and integrated with the corporate directory (LDAP or Active Directory) to search and click-to-call other users. If Speech Dial is implemented within the enterprise, a quick access icon is presented that will click-to-call the application.

Other Benefits

Multi-vendor communications integration

Hot Desking is designed to be compatible with single and mixed vendor voice and video environments, including Avaya (formerly Nortel) Communication Server 1000 Release 4.5 or higher as well as Avaya Aura™ Communication Manager, Tandberg and Cisco Unified Communications Manager Release 6.0 and up. Development of adapters for other communications systems is ongoing as well.

Easy to use for rapid adoption

A PC or mobile phone Web browser user interface enables an end user to hot desk to any phone with a couple of clicks and a phone call to a virtual secretary. There is no need to log into a secure, corporate VPN first or to remember complex PBX remote call forwarding commands. Users do not have to enter the hot desk number as the Calling Line Identification (CLID) is automatically captured.

Add other applications to accelerate ROI

Hot Desking resides on Avaya Agile Communication Environment™, a software platform that simplifies the process of integrating multi-vendor communications systems with business applications through both an IT developer toolkit and a suite of packaged applications. These solutions for both mobile and desktop unified communications as well as communication-enabled business processes may be combined with Hot Desking within an enterprise environment to drive even higher financial returns and more rapid payback on investment.

Learn More

For more information on how Avaya Agile Communication Environment™ can help your organization gain competitive advantage by integrating business processes with existing communications systems, contact your Avaya Client Executive, a member of the Avaya Authorized Partner program, or visit www.avaya.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.



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