

TeleVantage vs. Avaya's IP Office

Summary:

IP Office is a proprietary phone system that creates a heavy burden on IT departments.

- Multiple servers need to be maintained.
- LAN connectivity is required for call routing, voice mail, and call center features to work.
- The IP Office switch needs to constantly be rebooted for minor changes to the system including adding or changing a user's extension and making auto attendant changes.
- End user configuration of the system is extremely difficult.

Questions to ask:

- How many servers are required? (Voice mail and Call center require separate servers.) Are these servers included in the quote? Are they fault tolerant servers?
- What happens when your network connection between the switch and the application servers goes down? Will calls be routed appropriately? Will calls go to voice mail? Will call center calls be answered correctly?
- What changes require a reboot of the server?
- How easy is it for a customer to make simple configuration changes?

Feature Comparison

Specification	IP Office	TeleVantage
Version	2.1	6.1
Ports	96 trunks; 360 stations	192 trunks; 720 extensions.
IP Protocol	H.323	H.323
OS	Windows XP, 2000 Professional, or NT4	Windows 2003/2000 Server
Graphical User Interface	Phone Manager provides simple call control, speed dials, and call log. No graphical manipulation of voice mail, routing rules, or other personal productivity features are available.	TeleVantage sets the standard with an intuitive, easy to use graphical user interface. Its familiar Outlook-like interface can be used to manage calls, voice messages, call center queues and every other feature exposed by the system without learning cryptic codes. Users can choose to use both the Windows and web client.

The diagram below shows the Compact Contact Center Manager **with** a Voice Mail Pro present.

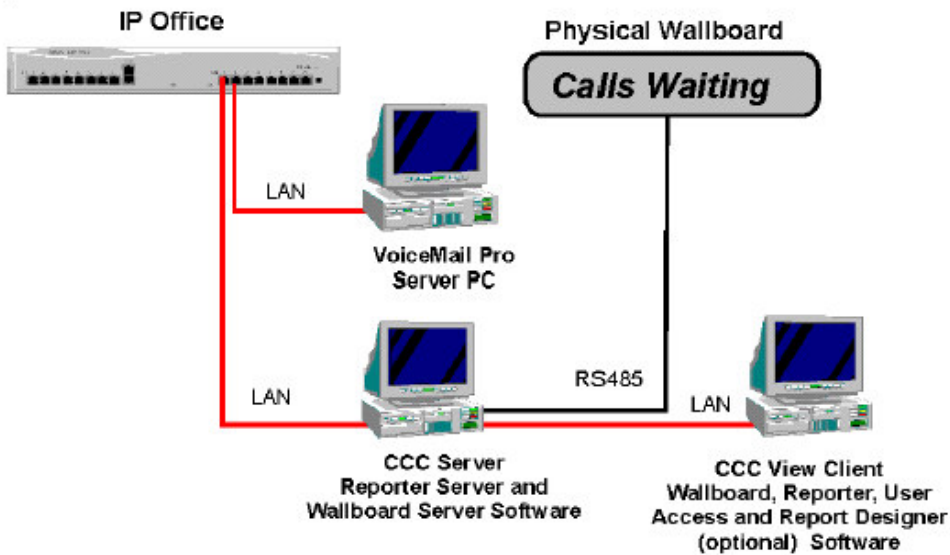


Figure 1: Multiple servers required for basic functionality.

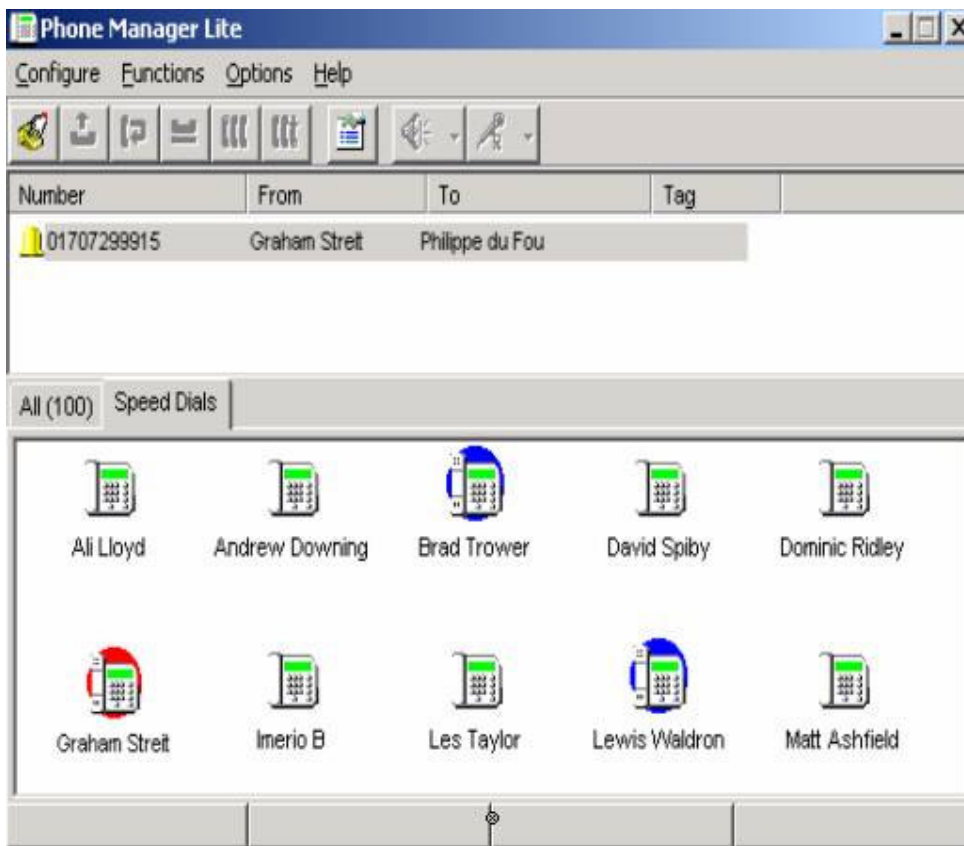


Figure 2: IP Office Phone Manager - Speed dials and simple call control.

Reboot/Merge Configuration List

Certain configuration changes can be merged and become active without a reboot and others require a full reboot. Merged changes are copied to both the system's RAM and Flash memory.

Manager tracks the changes made to the configuration so that if all changes made can be merged, then the option for sending the configuration will automatically be selected to **Merge Config**.

The table below shows which configuration form can be merged and which requires a system reboot:

✓ : Configuration changes can be merged.

✗ : Configuration changes require a system reboot.

	Merge	Reboot
BootP	N/A	N/A
Operator	N/A	N/A
System		✗
Line	✓	
Unit		✗
Extension		✗
User	✓	
Hunt Group	✓	
Short code	✓	
Service	✓	
RAS	✓	
Incoming Call Route	✓	
WAN Port		✗
Directory	✓	
Time Profile		✗
Firewall Profile	✓	
IP Route	✓	
Least Cost Route	✓	
License	✓	
Account Code	✓	
User Restriction	✓	
ES11		✗
Wireless		✗
Logical LAN		✗
Tunnel		✗
Auto Attendant		✗

Figure 3: Avaya IP Office needs to be frequently rebooted.