



The Power of We™

# Avaya Aura® Communication Manager

Your Foundation for Business Collaboration.

## Overview

Bringing together the **right people** with the **right information at the right time to deliver business results**, is what Avaya solutions are all about. To enable this transformative, people-centric collaboration, Avaya has developed the Avaya Aura® Platform – a set of seamless capabilities the mesh together to provide flexible communications, collaboration and customer contact solutions that provide a meaningful impact to your businesses.

Communication Manager is a foundational element of the Avaya Aura® Platform, and delivers rich voice, video, mobility, messaging and collaboration capabilities on a resilient, distributed network that supports SIP/IP-based, digital and analog communication devices.

Avaya Aura Communication Manager enables the virtual enterprise with:

- Robust voice, and video call processing capabilities.
- Advanced workforce productivity and mobility features.
- Built-in conferencing and contact center applications.
- Centralized or distributed messaging and attendant capabilities.
- Connectivity to a wide range of analog, digital, and SIP / IP-based communication devices.
- Support for SIP, H.323 and many industry-standard communications protocols over a variety of different networks.

- High availability, reliability and survivability.
- More than 700 powerful features in all.

## Key Customer Benefits

Enhancing workforce productivity

- **Handles communications effectively:** Multiple options for routing, queuing and priority handling of voice and video.
- **Increases efficiency:** Easy-to-use features save workers time, allowing a focus on business not technology
- **Improves collaboration:** Workers can easily access collaboration capabilities like conferencing and remain productive while on-the-go with advanced mobility capabilities.

Avaya Aura® Communication Manager is a comprehensive software foundation for real time voice and video communications.

More than 700 services for unified communications, including mobility, contact center, messaging, auto attendant, advanced conferencing and E911.



## Avaya Aura Communication Manager: Feature Server or Evolution Server :

- **Centrally located Feature Server:** you can connect all your offices, SIP endpoints and a centrally located Communication Manager into a single solution via Session Manager, enabling core feature consistency across the entire enterprise and allowing the deployment of full application sequencing capabilities.
- **Evolution Server:** you can connect all your locations and support core features to a mixture of end-points, including SIP, H.323, digital, and analog and deploy implicit application sequencing.

### Helping ensure business continuity

- **Transparent system failover:** Multiple points of redundancy can be built in to your network providing automatic back up in the event of network, hardware or software issues.
- **Redundant interfaces:** Minimizes the impact of local network failures.
- **Geographically separated redundant servers:** Provides redundancy across a geographically dispersed network.
- **Branch office survivability:** Provides the ease of administration of a centralized system with local failover capabilities in the event of network failures.
- **Voice quality monitoring and management:** Checks for network conditions that adversely affect voice quality and automatically applies corrective action.

### Promoting enterprise security

- **Secure by design:** Avaya Aura Communication Manager servers can be isolated from the rest of the enterprise network to safeguard them from viruses, worms, DoS and other attacks. Avaya Aura Communication Manager also uses the minimum number of services and access ports to reduce susceptibility to malicious attacks.
- **Secure communications:** Avaya Aura Communication Manager uses media encryption between servers, gateways and endpoints to secure the voice stream and signaling channels.

### Open Standards

- **Support for open standards:** Facilitates integration of third party solutions, including Microsoft and IBM solutions, as well as the option to embed communications into business processes, streamlining daily tasks.
- **SIP support:** SIP provides the foundation for multimedia communications and collaboration for voice, video and customer contact while also offering users real savings in network access costs. SIP based presence and Instant Messaging (IM) lets users inform others of their status, availability and allows immediate responsiveness to important business issues.
- **End-to-end standards-based application integration:** Linux-based Avaya Aura Communication Manager software provides integration of legacy (TSAPI, JTAPI, CSTA) and new (Web services and service-oriented architecture) standards.

### Simplified Network Management

- **Avaya Aura® System Manager:** Provides complete centralized administration of an Avaya Aura network including multiple instances of Communication Manager. It takes a solution level approach to network administration that allows IT departments to incorporate new components and applications under a common management umbrella, managing the elements of the Avaya Aura Platform together as a system.

### Feature Summary

- **Voice Features:** Comprehensive telephony features (i.e. auto attendant, call transfer, call forward, etc.) facilitate effective communications among employees, customers and partners.

- **Mobility Features:** Extensive in-building or in/out building wireless choices, including Extension to Cellular (EC500), along with hot-desking / remote worker features like Personal Station Access (PSA) and Automatic Customer Telephone Rearrangement (ACTR) that extend Avaya Aura Communication Manager features to users no matter where they're working.
- **Collaboration:** Built-in features like Meet Me Conferencing (up to six parties) or the optional Avaya Aura Conferencing for complete, high capacity voice, video and desktop sharing that makes it easy to collaborate with groups of peers, customers and partners.
- **Integrated Messaging:** Built-in messaging features and full capability for messaging integration with voice, fax and e-mail.
- **Call Center Integration:** Call center applications like Avaya Center Elite and Avaya Business Advocate for expert predictive routing, are easily integrated.
- **Telecommuting:** Telecommuter capabilities route calls appropriately and give employees access to the full Avaya Aura Communication Manager feature set whether working at home, in the office or on the road.
- **Application Integration:** Lets IT application developers leverage Avaya Aura Communication Manager functionality via standard Web Services interfaces, enabling integration of business and communication applications with real-time telephony.
- **SIP Support:** Integrated SIP proxy/registrar server with SIP trunking support and duplicated server features to enable SIP interoperability.
- **Quality of Service:** QoS features like Inter-Gateway Alternate Routing (IGAR) and Call Admission Control provide a no compromise approach to reliability and functionality on converged SIP/IP networks. This ensures that Avaya Aura Communication Manager end users receive the same extensive features and high quality audio they have on their current Avaya solution as they transition to SIP/IP based solutions.
- **Reliability & Survivability:** Supports a wide variety of servers, gateways and survivability features enabling 99.999% availability or better. The software is capable of mirroring processor functions, providing alternate gatekeepers, supporting multiple network interfaces and ensuring survivability at remote and central locations.
- **Intelligent Networking and Call Routing:** Lets organizations create a virtual fabric of switches that can pass information and calls, providing higher levels of customer service. Call routing features are also designed to reduce networking costs through effective use of IP Trunking over WAN or LAN links.
- **Security and Privacy:** Security features for detecting probable breaches with notification and tracking alerts. Also provides real-time media encryption for environments where enhanced voice privacy over a LAN/WAN is required.
- **Safety and Disaster Recovery:** Tools to help organizations manage and respond to unforeseen emergency situations.
- **Integrated Management:** Powerful built-in tools for administrators and network managers to maintain communication solutions and drive down total cost of ownership, including applications for network management, configuration management, and fault and performance monitoring.

## Avaya Aura Communication Manager Deployment Options:

- **Avaya Common Servers:**  
Avaya turnkey solutions based on enterprise-grade rack mount servers, the HP® ProLiant DL360PG8 & DL380PG8 and the Dell® PowerEdge R620.
- **Avaya Aura® for Midsize Enterprise:**  
Single, virtualized server that includes Communication Manager for enterprises up to 2400 users.
- **Avaya Aura® Virtualized Environment:**  
Avaya Aura applications, such as Communication Manager, available as VMware compatible OVA files for installation into any VMware compatible architecture.
- **Collaboration Pod for Enterprise Collaboration:**  
Complete integrated solution for UC including Communication Manager (virtualized), gateways, storage, network switches, power supplies, cabling and a common management solution for all integrated applications.



## Technical Specifications, Operating System and Supported Servers

- **Avaya supplied servers:** Avaya Common Servers, S8300
- **Avaya Aura® Virtualized Environment:** VMware-based virtualization of Avaya Aura® applications on customer supplied servers
- **Avaya hardened Operating System:** Red Hat Enterprise Linux

### Capacity

- **Total number of Stations:** 36,000
- **SIP Endpoints:** 36,000
- **SIP Trunks:** 24,000

## Learn More

To learn more about Avaya Aura Communication Manager talk to your Avaya Account Manager or Authorized Partner. Also, visit us at [www.avaya.com](http://www.avaya.com).

## About Avaya

Avaya is a global provider of business collaboration and communications solutions, providing unified communications, contact centers, networking and related services to companies of all sizes around the world. For more information please visit [www.avaya.com](http://www.avaya.com).

