



## Migrate to Avaya Cloud Office™ Today

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#### Key Take-aways:

- There has never been a better time to migrate your existing Avaya solution to Avaya Cloud Office.
- Since launching in March 2020, Avaya has helped many existing customers achieve the benefits of cloud communications with Avaya Cloud Office.
- Avaya is here to help with your migration – large or small, and has a services team available today to ensure your business gets the support it needs for a smooth migration to Avaya Cloud Office.

- Avaya has tremendous experience migrating existing customers to cloud.

Avaya Cloud Office can offer significant benefits over your existing solution, including access to a full suite of remote working and unified communications capabilities that make it easy to call, meet, message and more. In addition, you'll gain the benefits of having Avaya support your solution along with unsurpassed scalability, and overall cost effectiveness.

Switching to Avaya Cloud Office will free your team from hardware and software upgrades and let you focus on your business priorities.

The migration process is simple and quick and allows customers to transition to the new solution at a pace that makes sense for them. The Avaya Cloud Office desktop and mobile applications are intuitive and easy to use – you'll likely find that very little retraining is required.



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has been designed  
up to be simple for  
both administrators  
and users.**

### **Can I migrate from my existing Avaya solution to Avaya Cloud Office today?**

Yes. The Avaya Cloud Office Service Web interface makes user setup easy and includes the ability to define templates and groups to automate much of the work. If you need additional support you can always engage Avaya Professional Services.

### **For an existing Avaya customer, what would the user experience be?**

Avaya Cloud Office has been designed from the ground up to be simple for both administrators and users. Using the Avaya Cloud Office Service Web, Avaya users can personalize their experience including greetings, personal contacts, phone button configurations and hunt group settings – the intuitive interface makes it easy for users to get exactly the experience they want. For day-to-day activities users will find the common interface easy to use across their devices with many actions, like making a call or joining a meeting available with a single click or touch.

### **How would I import my personal contacts in Avaya Cloud Office?**

If you have a long list of contacts, you can import that list to your Avaya Cloud Office account using a CSV file. This is very convenient because you can add all the contacts at the same time, instead of manually creating a new contact for each person you want to add.



## How would I import my voicemail greetings in Avaya Cloud Office?

You can import your greetings to your Avaya Cloud Office account by uploading your greeting file from your existing Avaya solution. This is very convenient because you can add your existing greetings, instead of re-recording a new greeting.

## How would customers get started today?

The Avaya Cloud Office Basic Implementation package is available today and has been specifically designed to get customers started quickly. It is ideally suited for customers with up to 50 direct lines, all located on a single site. It includes:

- Access to an implementation advisor over the phone to guide you through the Avaya Cloud Office setup.

- Up to three one-hour sessions with the advisor and access to online admin training to administer the system.
- The ability for customers to create custom roles, call flows, and user profiles based on the training.

As noted above, Avaya Professional Services is always available to provide additional support, whatever your implementation or integration requirements happen to be.

Take the Next Step on Your Cloud Communications Journey!

## Learn More

To learn more about Avaya Cloud Office or to talk to an Avaya representative about your unique migration, visit us at [www.avaya.com/cloudoffice](http://www.avaya.com/cloudoffice).



## About Avaya

Businesses are built on the experiences they provide and every day millions of those experiences are built by Avaya (NYSE:AVYA). For over one hundred years, we've enabled organizations around the globe to win—by creating intelligent communications experiences for customers and employees. Avaya builds open, converged and innovative solutions to enhance and simplify communications and collaboration—in the cloud, on premise, or a hybrid of both. To grow your business, we're committed to innovation, partnership, and a relentless focus on what's next. We're the technology company you trust to help you deliver Experiences that Matter. Visit us at [www.avaya.com](http://www.avaya.com).