



The Avaya IP406s at these locations are making agents more productive and efficient by eliminating the need for agents to call in to see whether they have messages. The Avaya system can automatically page agents when they're on the road to let them know they have a message or the system can send an alert directly to a mobile phone or handheld device. So agents can get back to their clients quickly.

Agents also can designate how they want their incoming calls handled. They may forward calls to their cell phone, route their calls to a designated backup person, or set up a personal auto attendant that offers callers various options. For example, the auto attendant might prompt callers to press a key to leave a message, have their call routed directly to the agent's mobile phone, hear more about available properties or speak with the office operator.

In addition to features that appeal to agents and their clients, Avaya IP406 is also streamlining maintenance and administration. Zatz maintains all three systems remotely from her desktop, eliminating the need for costly site visits. Using simple menus, Zatz is able to add extensions, send alerts to the staff and set up agents' preferences for being contacted. "It literally takes me two minutes and I'm done," Zatz says.

As RE/MAX Unlimited Northwest grows, Zatz says, networking the IP Office systems is an option the company is considering. "The Avaya system we have in our three key offices is definitely capable of expanding along with our business," she says.

Applications and Services	
<ul style="list-style-type: none"> <li>• Avaya IP Office IP406</li> <li>• Avaya VoiceMail Pro</li> <li>• Avaya Phone Manager Pro</li> </ul>	<ul style="list-style-type: none"> <li>• Avaya Extension to Cellular</li> <li>• Avaya 5400 Series Digital Telephones</li> </ul>

## Results

"Avaya IP Office not only makes our system easier to manage – a big time-saver for our IT staff – but it also helps our mobile sales associates stay in touch with customers, each other and the home office more easily and cost-effectively than ever before. This, in turn, enables us to continue to provide our customers with the excellent service they deserve," Zatz says.

- **Simplifies management/reduces costs.** The remote administration capabilities allow the administrator to quickly make changes as needed without incurring the added expense of a site visit by a third party vendor. According to Zatz, "The Avaya IP Solution has reduced the need for site visits by about 80 percent. Since site visits cost an estimated \$200 each, the savings are considerable."
- **Speeds IT response time.** Since the administrator can make changes from any location, requested changes can be made much faster.
- **Increases agent mobility.** Avaya Extension to Cellular enables clients to easily reach the company's agents wherever they may be, in or out of the office, thereby fueling customer satisfaction. Callers need only the office number to reach an agent. Agents need not release their cell phone number and can have the system forward calls to their cell phone.

For more information on how Avaya Intelligent Communications can take your enterprise from where it is to where it needs to be, contact your Avaya Client Executive or Authorized Avaya BusinessPartner, or access other collateral by clicking on **Resource Type** under "Do Your Research" at [www.avaya.com](http://www.avaya.com).

**“The features of Avaya IP Office are ideal because agents can set their own preferences and can choose how they want to stay connected to their clients.”**

— Christine Zatz, operations manager