



AVAYA Spaces®

Adding Calling to Avaya Spaces®

The Evolution of UC—Workstream Collaboration

Just like Unified Communications (UC) was a major leap from traditional business phone systems—integrating basic enterprise communication services such as chat, presence, and voice—Workstream Collaboration is the evolution from traditional UC, enabling employees to collaborate via standalone applications with configurable workspaces built on top of workflows.



Workstream Collaboration empowers teams to communicate in context through the integration of chat, voice, video, and meetings with business workflows and external applications. It organizes communications into persistent conversational, virtual workspaces for group collaboration—channels based on topics or projects, instead of stand-alone, disconnected communications apps that require users to piece everything together. And it empowers employees to communicate how, when, and where they want. Gartner predicts that by 2022, 70% of teams will rely on Workstream Collaboration as their primary means of communicating, coordinating, and sharing information.

Some colleagues will always be geographically distanced and connecting them into collaborative environments will be essential for their productivity. Unlike traditional face to face environments, Workstream Collaboration provides persistency, ensuring that work continues to progress across time and location. And it supports an expert-centric approach to business and customer problem solving, ensuring that the right subject matter experts can flow into and out of teams and customer interactions as required.



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—Gartner

In essence, a Workstream Collaboration platform:

Ensures meaningful interactions with a wide range of integrated communication capabilities including voice and video calling, messaging, meetings and conferencing.

Centralizes communications with capabilities like persistent chat and task management for collaboration in context.

Acts as a digital work hub where employees can manage all tasks, communications, and files in one single space, accessible anywhere, with any device to simplify work.

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76% of business users still rely on traditional PBX environments for their calling, often operating standalone from their modern collaboration tools.

—MZA



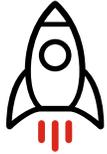
Avaya's Workstream Collaboration Solution—Avaya Spaces

Avaya Spaces is an immersive meeting and workstream collaboration platform combining HD video meetings, chat, a document repository, and task management with calling. It supports the composable enterprise, providing agility to support changing business needs, models, and ways of working—ideal for the hybrid working environment.

With Avaya Spaces, meeting and workstream collaboration virtual spaces are persistent where anyone in the team, irrespective of their location, can stop work when they need to and pick it up later in the day or night from anywhere, and connect with any device—desktops, mobiles, room systems, even phone dial-in. Or they can hand off their work to another team member. Any type of files can be posted for the team to access, and all the content—chat, posts, files, meetings, and their recordings are organized in the team space. The entire collaboration timeline is automatically documented—all calls, chats, posts, files, who was at a meeting, etc. for the full context of what's been done.

Tasks in Avaya Spaces are allocated to resources with time limits for managing as part of a project, associated posts are rich with content, files, links, video or other related assets, and contributions are contained within virtual spaces that are dedicated to specific objectives or projects. A dashboard view makes it easy to view upcoming meetings, your own tasks, the latest assets, files, posts, and personalization features.

Avaya Spaces meetings are more than a video-based discussion and content sharing engagement. Chat, link, and media sharing aid the meeting encouraging 'in the same room' engagement offering connected team working and allowing things to get done faster, easier, and more effectively. As important as the meeting experience is, blending all the related activities, access to assets, and contextual insight is crucial to improving the way we work.



Key Aspects of Avaya Spaces:

Practical design:

Integrated chat, voice, video, task management, document storage, meeting recordings, and scheduling in an uncluttered optimized way.

AI enabled:

When collaboration needs to escalate into a meeting experience, AI tools improve the quality and effectiveness of meetings through virtual backgrounds, noise removal and AI Immersive Presentations.

Naturally accessible:

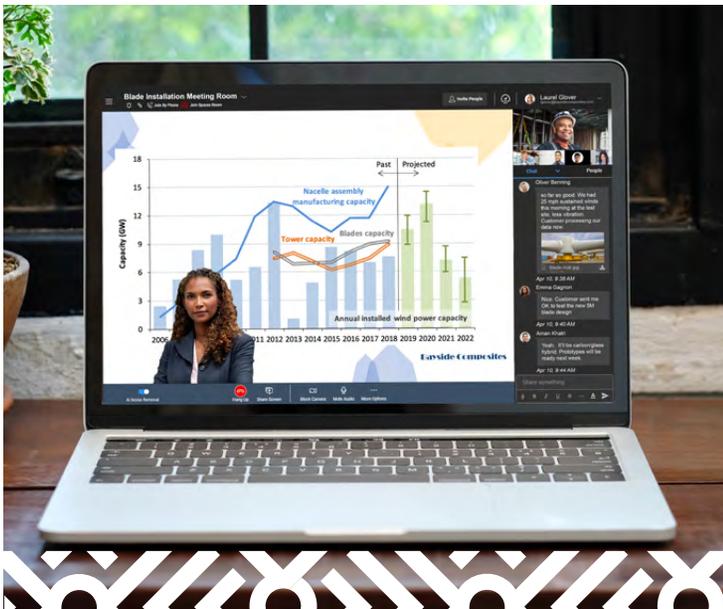
Public cloud by design provides intuitive one-click access to the communication tools needed. The experience flows and adapts to any device as users move throughout their day for 'always-on, 24-hour' collaboration benefits.

Fully extensible:

Based on a modular CPaaS architecture, it represents a set of pluggable capabilities that can be inserted into specific applications and workflows, including web pages, customer contact applications, and numerous other environments such as kiosks or ATMs.

Organized to support success:

All content needed to kick start or progress a project or discussion is organized, time stamped, securely stored and easily retrieved, enabling workflow orchestration where all participants are informed, up to date and understand the decisions and knowledge that has been shared.



What Does This Mean for Organizations with On-premises Telephony?

According to research by MZA, 76% of business users still rely on traditional PBX environments for their calling, often operating standalone from their modern collaboration tools. These legacy communication systems were never designed for today's distributed work environment.

Employees must be able to work how, when, and where needed with a wide range of integrated communication and collaboration tools. This is a challenge for organizations anchored by an on-premises phone system, which remains isolated from the rest of the communication and collaboration tools teams are using.

What is needed is a way to seamlessly bridge or integrate premises-based calling into an all-in-one collaboration platform that optimizes existing telephony while mitigating business disruptions.

What Does Avaya Spaces Calling Do?

Through Avaya Spaces, organizations can transform their Avaya Aura or Avaya IP Office on-premises telephony to the modern digital workplace. Avaya Spaces ‘glues’ everything together to form an integrated, all-in-one, modern workstream collaboration experience that end users can quickly adopt with its no download deployment.

Organizations enjoy simpler, integrated voice and video calling from their existing on-premises telephony, complemented by meetings and team collaboration productivity features. Direct from the Avaya Spaces browser experience, you can search contacts, call anyone inside or outside the organization, hold, transfer, merge, and handle multiple calls with enterprise quality. Calling, persistent chat, meetings, file sharing, and task management—users have everything in one place, in their browser with Avaya Spaces, and with zero fatigue from juggling multiple apps.

Hybrid Deployment: On-Premises Telephony with Cloud Collaboration

Hybrid backend deployment provides an integrated experience where team collaboration (video meetings, chat, task management, file sharing, etc.) is completely hosted in the cloud while telephony remains rooted in an organization’s premises-based infrastructure. Organizations still benefit from the reliability and security-based features of their existing system while making a key step toward using Avaya Spaces for meetings and Workstream Collaboration. All the while, calling will be wrapped into the many benefits that Avaya Spaces has including the WebRTC browser experience.

Deploying Spaces Calling: Avaya Services Implementation Packages

Avaya Services offers convenient implementation packages that include any necessary web gateways and servers, installation, configuration, and testing at attractive bundled prices.



How to Evaluate and Get Started

Even if you take the impacts of COVID-19 out of the equation, employees have long needed a better solution to communicate and collaborate for better work-life integration, productivity, and satisfaction. Many businesses had to rapidly adopt new tools to enable work from anywhere but have found themselves managing and paying for multiple separate solutions for capabilities like video and chat. On-premises phone systems stop short of offering a unified cloud communications experience that encompasses everything employees need to do their jobs well (calling, video, web meetings, team messaging, etc.). Avaya Spaces brings the entire communications and collaboration solution together under one strategy via a single, tightly integrated, easy-to-use platform.

Contact your Avaya Account Manager or Authorized Business Partner for more information

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Businesses are built by the experiences they provide, and every day millions of those experiences are delivered by Avaya Holdings Corp. (NYSE: AVYA). Avaya is shaping what's next for the future of work, with innovation and partnerships that deliver game-changing business benefits. Our cloud communications solutions and multi-cloud application ecosystem power personalized, intelligent, and effortless customer and employee experiences to help achieve strategic ambitions and desired outcomes. Together, we are committed to help grow your business by delivering Experiences that Matter. Learn more at www.avaya.com.

