

# Avaya Cloud Office™ Comparison Matrix

This comparison matrix is a quick reference guide to review and decide which features are important to your business.



**U.S. ONLY**

	Essentials 20 user limit	Standard Unlimited users	Premium Unlimited users	Ultimate Unlimited users
<b>Business phone system</b>				
Cloud-based PBX; easy to manage with instant updates	✓	✓	✓	✓
Auto-Receptionist	✓	✓	✓	✓
Multi-level IVR (Multi-level auto attendant)	-	✓	✓	✓
Visual IVR editor	-	✓	✓	✓
Dial-by-name directory	✓	✓	✓	✓
Music and messages on hold	✓	✓	✓	✓
Employees and extensions	✓	✓	✓	✓
Visual voicemail	✓	✓	✓	✓
Voicemail with email notifications	✓	✓	✓	✓
Voicemail-to-text transcription	✓	✓	✓	✓
Call monitoring (monitor, whisper, barge-in, takeover)	-	-	✓	✓
Global Office (international branch office support)	-	✓	✓	✓
Single Sign-on (SSO) support	-	-	✓	✓
Active Directory integration	-	-	✓	✓
Role-based access control with predefined roles/permissions	✓	✓	✓	✓
Role-based access control with customized roles/permissions	-	-	✓	✓
Corporate Directory (mobile app, desktop app)	✓	✓	✓	✓
Hot desking on a shared phone	-	-	✓	✓
Internal extension-to-extension video calling (Supported phone with camera required)	-	-	✓	✓
<b>Business SMS</b>				
Unlimited text to any number or contact	✓	✓	✓	✓
Send and receive up to 1,000 characters in one text message	✓	✓	✓	✓
Group texting among colleagues; view conversation in one text thread	✓	✓	✓	✓
Access directly from mobile apps and desktop apps; messages sync instantly	✓	✓	✓	✓
Detect numbers and URLs	✓	✓	✓	✓
MMS support	✓	✓	✓	✓
International SMS	✓	✓	✓	✓



	Essentials 20 user limit	Standard Unlimited users	Premium Unlimited users	Ultimate Unlimited users
<b>Call management</b>				
Answering rules	✓	✓	✓	✓
Call queues	✓	✓	✓	✓
Call screening and blocking	✓	✓	✓	✓
Call logs	✓	✓	✓	✓
Call flip	✓	✓	✓	✓
Call transfer	✓	✓	✓	✓
Call forwarding	✓	✓	✓	✓
Automatic call recording	-	-	✓	✓
On-demand call recording	✓	✓	✓	✓
Shared lines <sup>1</sup>	✓	✓	✓	✓
Call park (park calls in a public location in an account; pick up with touch-tone support)	✓	✓	✓	✓
Park locations (private location only visible for assigned users within a group)	✓	✓	✓	✓
Intercom <sup>1</sup>	-	✓	✓	✓
Paging <sup>1</sup>	-	✓	✓	✓
Inbound caller ID number	✓	✓	✓	✓
Inbound caller ID name (CNAME)	-	-	✓	✓
Outbound caller ID (phone, text, fax)	✓	✓	✓	✓
Return calls with *69	✓	✓	✓	✓
Presence across multiple devices	✓	✓	✓	✓
Extension dialing	✓	✓	✓	✓
Historical call reports	✓	✓	✓	✓
User templates <sup>1</sup>	-	✓	✓	✓
Text-to-conference quick start	-	✓	✓	✓
Missed call notification	✓	✓	✓	✓
Native iOS app integrated calling	✓	✓	✓	✓
Company number labeling	✓	✓	✓	✓
<b>Audio conferencing</b>				
Unlimited, easy access across devices	-	✓	✓	✓
Own unique bridge number and access codes	-	✓	✓	✓
Host controls plus invite with international dial-in	-	✓	✓	✓
Local dial-in numbers in over 55 countries	-	✓	✓	✓
<b>Online meetings</b>				
Host HD video conference on desktop or mobile	-	Up to 100 participants	Up to 200 participants	Up to 200 participants
Cloud recording	-	✓	✓	✓
Meeting host controls, password and history, personal meeting ID	-	✓	✓	✓

	Essentials 20 user limit	Standard Unlimited users	Premium Unlimited users	Ultimate Unlimited users
Screen sharing and annotation drawing	-	✓	✓	✓
Join meetings using VoIP (computer audio) and PSTN (Dial-In or CallMe)	-	✓	✓	✓
In meeting chat and private chat	-	✓	✓	✓
Schedule meeting from team messaging	-	✓	✓	✓
Escalate team messaging to video meeting	-	✓	✓	✓
Full app functionality in browser with gallery view	-	✓	✓	✓
One click browser join	-	✓	✓	✓
Scheduling and recording APIs	-	✓	✓	✓
Usage and quality analytics	-	✓	✓	✓
<b>Phone services</b>				
Unlimited US and Canada calling	✓	✓	✓	✓
Toll-free calling <sup>2</sup>	100 mins	1,000 mins	2,500 mins	10,000 mins
International calling	✓	✓	✓	✓
Smart numbers for voice and fax <sup>3</sup>	✓	✓	✓	✓
Directory listings	✓	✓	✓	✓
Phone number: toll-free, local, vanity, international <sup>4</sup>	✓	✓	✓	✓
International calling minutes bundles	-	✓	✓	✓
HD voice on phones <sup>5</sup>	✓	✓	✓	✓
RingMe® click-to-call me	✓	✓	✓	✓
RingOut® click-to-call out	✓	✓	✓	✓
Log in with corporate email credentials	✓	✓	✓	✓
<b>Avaya Cloud Office™ app for mobile and desktop</b>				
Chat with internal and external contacts	✓	✓	✓	✓
Full enterprise and global softphone calling capabilities	✓	✓	✓	✓
Start conference call and online meetings within the app	✓	✓	✓	✓
File sharing	✓	✓	✓	✓
Search across all entities	✓	✓	✓	✓
Single Sign-on (SSO) support	-	-	✓	✓
Shortcuts for frequently used features: set away status, create tasks, search, etc.	✓	✓	✓	✓
Unlimited cloud storage (messages, files, recordings)	✓	✓	✓	✓
Unlimited posts	✓	✓	✓	✓
Integrations including Google Drive, Box, Dropbox, Evernote, OneDrive, Asana, Jira, GitHub, Zendesk, and more	✓	✓	✓	✓
Unlimited guest users	✓	✓	✓	✓
Team calendars and events	✓	✓	✓	✓
Task management	✓	✓	✓	✓
Mobile, web, desktop apps (Windows, Mac, iOS, and Android apps)	✓	✓	✓	✓
Integrated with company directory	✓	✓	✓	✓

	Essentials 20 user limit	Standard Unlimited users	Premium Unlimited users	Ultimate Unlimited users
Integrated video conferencing with screen sharing	✓	✓	✓	✓
Integrated SMS	✓	✓	✓	✓
In-app document previews	✓	✓	✓	✓
Full telephony calling capability	✓	✓	✓	✓
Data retention policies	✓	✓	✓	✓
Content retrieval and search	✓	✓	✓	✓
Compliance exports	✓	✓	✓	✓
Auto-provisioning	✓	✓	✓	✓
Advanced administration controls	✓	✓	✓	✓
<b>Internet fax</b>				
Send and receive without a fax machine	-	✓	✓	✓
Get faxes by email	-	✓	✓	✓
Send faxes using a fax machine with the analog adapter	-	✓	✓	✓
Scan to fax directly from desktop <sup>6</sup>	-	✓	✓	✓
Drag and drop files as attachments	-	✓	✓	✓
<b>Integrations</b>				
Internet fax	-	✓	✓	✓
Microsoft Office and Outlook <sup>6</sup>	✓	✓	✓	✓
Google (Gmail, Chrome, Google Docs)	✓	✓	✓	✓
Office 365 (mail)	✓	✓	✓	✓
Skype for Business	✓	✓	✓	✓
Salesforce	-	-	✓	✓
Oracle Sales Cloud	-	-	✓	✓
Zendesk <sup>6</sup>	-	-	✓	✓
Desk.com	-	-	✓	✓
ServiceNow	-	-	✓	✓
Archiver	-	-	✓	✓
Box	-	-	✓	✓
Active Directory support	-	-	✓	✓
<b>Avaya Cloud Office™ phone mobile app</b>				
Supports iPhone, iPad, and Android smartphones and tablets	✓	✓	✓	✓
Supports Apple Watch (iOS): get instant notification on your Apple Watch	✓	✓	✓	✓
Unified number for phone, fax, and text <sup>3</sup>	✓	✓	✓	✓
Pre-call and active call management	✓	✓	✓	✓
Auto call handoff between Wi-Fi and 3G/4G; call continuation during network handoff	✓	✓	✓	✓
Conferencing: host meeting, send invitation with dial-in via text or email, join meeting before host, one-tap join as participant	-	✓	✓	✓

	Essentials 20 user limit	Standard Unlimited users	Premium Unlimited users	Ultimate Unlimited users
Integrated with company directory; imported contacts and favorites are synced to the cloud and accessible from Avaya apps	✓	✓	✓	✓
Host meetings from mobile devices	✓	✓	✓	✓
Join meetings as a participant	✓	✓	✓	✓
Join now: integration with Google Calendar for one-tap-join conferencing/meetings	✓	✓	✓	✓
Business SMS: send and receive texts (up to 1,000 characters) to individuals and groups, join call and view web in a text thread	✓	✓	✓	✓
Business MMS	✓	✓	✓	✓
Call switch: instantly switch an active call between endpoints	✓	✓	✓	✓
Send text to 911	✓	✓	✓	✓
View colleagues' phone presence across devices	✓	✓	✓	✓
Call screen with options to send to voicemail or reply with a predefined or personal message in real time	✓	✓	✓	✓
View report dashboard of call summary, queue activities, and user activities (admin only)	✓	✓	✓	✓
HD voice enabled with clearer communications (OPUS codec support with adoptive audio bandwidth based on the network)	✓	✓	✓	✓
Voicemail-to-text (text transcription preview in message)	✓	✓	✓	✓
Single Sign-on (SSO) support	-	-	✓	✓
Roles and permissions support	✓	✓	✓	✓
Interactive notifications from notification tray with quick response options	✓	✓	✓	✓
Quick swipe for actions for messages, favorites, documents, and draft/outbox (iOS)	✓	✓	✓	✓
Supports spotlight search (iOS only)	✓	✓	✓	✓
Supports 3D touch (iOS only)	✓	✓	✓	✓
Display caller ID on "To" field (lists the number a caller dialed)	✓	✓	✓	✓
VoIP country blocking <sup>7</sup>	✓	✓	✓	✓
<b>Avaya Cloud Office™ phone desktop app</b>				
Support Windows and Mac	✓	✓	✓	✓
Answer calls directly from the desktop app	✓	✓	✓	✓
Make outbound calls from the desktop app (with direct dial)	✓	✓	✓	✓
Single Sign-on (SSO) support	-	-	✓	✓
Support Plantronics headsets with call control	✓	✓	✓	✓
Active call management: mute/unmute, transfer, record, park (private or public), flip calls	✓	✓	✓	✓
One single view for easy management of current call, incoming calls, calls on hold	✓	✓	✓	✓
Access voicemail and view fax directly from the app with options to save, listen/view, reply, delete, block numbers, etc. <sup>3</sup>	✓	✓	✓	✓
View the caller's number and extension (if any) from an incoming call	✓	✓	✓	✓

	Essentials 20 user limit	Standard Unlimited users	Premium Unlimited users	Ultimate Unlimited users
View the caller's name (CNAME) from an incoming call	-	-	✓	✓
Call screen with options to ignore calls, send to voicemail, or reply with a predefined or personal message in real time	✓	✓	✓	✓
Integrated with company directory: imported contacts and Favorites are automatically synced to the the cloud and accessible from Avaya apps	✓	✓	✓	✓
Head-up display (HUD)	✓	✓	✓	✓
Call monitoring from HUD (monitor, whisper, barge-in, takeover)	-	-	✓	✓
View colleagues' phone presence status from contacts, favorites, etc.	✓	✓	✓	✓
Conferencing: host meeting, send invitation with dial-in	-	✓	✓	✓
Access to online meetings	✓	✓	✓	✓
Join Now: integration with Google Calendar for one-click join to conferencing/meetings	✓	✓	✓	✓
Business SMS: send and receive texts (up to 1,000 characters) to individuals and groups; join call and view web in a text thread with an easy tap	✓	✓	✓	✓
Business MMS	✓	✓	✓	✓
Call switch: instantly switch an active call between endpoints	✓	✓	✓	✓
Send and receive texts with emoji support	✓	✓	✓	✓
HD voice-enabled with clearer communications (OPUS codec support with adoptive audio bandwidth based on the network)	✓	✓	✓	✓
Set outbound caller IDs for calls and texts	✓	✓	✓	✓
Integration with Microsoft Outlook/Office; reach your contacts directly from within Microsoft Office applications; automatic photo input support; Windows only	✓	✓	✓	✓
Integrated with Mac Address Book/Mac photo support <sup>8</sup>	✓	✓	✓	✓
Option to print incoming faxes automatically <sup>6</sup>	-	✓	✓	✓
Click to call/click to fax (from applications and websites that support call to:, tel:, and fax: protocols) <sup>3</sup>	✓	✓	✓	✓
Voicemail-to-text (text transcription preview in message)	-	-	✓	✓
VoIP country blocking <sup>7</sup>	✓	✓	✓	✓
<b>Security</b>				
Alphanumeric password	✓	✓	✓	✓
Session timer	✓	✓	✓	✓
Business Association Agreement offers <sup>9</sup>	-	✓	✓	✓
HIPAA setting <sup>10</sup>	-	✓	✓	✓
SSL encryption on server <sup>10</sup>	-	✓	✓	✓
TLS/SRTP secure voice <sup>11</sup>	-	✓	✓	✓
Encryption at rest: encrypt all local data in mobile app and desktop app <sup>10</sup>	-	✓	✓	✓
Authorized apps manager	✓	✓	✓	✓

	Essentials 20 user limit	Standard Unlimited users	Premium Unlimited users	Ultimate Unlimited users
<b>Analytics</b>				
Historical call reporting	-	✓	✓	✓
Real time call reporting <sup>15</sup>	-	✓	✓	✓
Quality of Service (QoS) reports (real-time call quality reporting)	-	✓	✓	✓
<b>Other</b>				
Bulk purchase <sup>1</sup>	✓	✓	✓	✓
Phone rentals <sup>12</sup>	✓	✓	✓	✓
Cost center management (department billing codes) <sup>13</sup>	✓	✓	✓	✓
Multiple account management <sup>13</sup>	✓	✓	✓	✓
Multisite support	-	-	✓	✓
Device order management	✓	✓	✓	✓
Access to App Gallery <sup>14</sup>	✓	✓	✓	✓
Audit trail	✓	✓	✓	✓
API access for third-party app development and deployment	-	✓	✓	✓

- 1. Not available for one-line tiers.
- 2. Toll-free not available for Essentials.
- 3. Fax not available for Essentials.
- 4. Toll-free and additional international numbers not available for Essentials.
- 5. Requires supported phone.
- 6. Windows only.
- 7. US customers only. Not available for making and receiving calls within countries that prohibit VoIP services. However, faxes and SMS are not impacted.
- 8. Mac only.
- 9. Standard BAA is available for US Office Premium and Ultimate editions with 20 or more users or US Office Standard edition with 100 or more users.
- 10. Feature is enabled only with signed BAA; US only.
- 11. On mobile app, desktop app, desk phones, and conference phones. Opt-in only; feature is enabled only with signed BAA.
- 12. Minimum 1 year contract required.
- 13. Opt-in only.
- 14. Salesforce, Zendesk, and Desk.com are available for Premium and Enterprise only.
- 15. Add-on feature; \$25 per user.

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