AVAYA

Avaya 20 Series Terminals

Efficient, Effective Access to Your Communication Tools

Avaya offers superior communications functionality and flexibility for small and midsize businesses. None of these advantages, however, are of value to your customers or your business unless you can use them intuitively.

Avaya terminals ensure full value from your communications platform investment. Exclusively designed to deliver the benefits of IP Office and INDeX® to small and midsize businesses, Avaya terminal options cover every application. Whether you need a familiar office phone, a user-friendly display terminal, or advanced IP telephones, the choice of terminals let you tailor the system to your specific needs.

Features ranging from soft-key functionality to menu-driven operation and built-in displays help employees perform business functions and customer services easily and efficiently.

Avaya IP terminals offer Internet-enabled functionality and sensible upgrade paths for companies with growing needs. And the versatile

IP Office communication platform also supports many terminals originally purchased for other Avaya communication systems giving businesses the opportunity to leverage prior purchases and user experience for even greater returns.

When you have the right terminal for your needs, you can put the functionality and flexibility of Avaya's SME platforms to work for your business.

Avaya 20 Series Display Terminals
The Avaya 20 Series digital terminals offer clear voice quality and features that improve productivity, efficiency, and customer satisfaction. In the office or the call centre, 20 Series terminals are easy to use—so it's easy for your business to gain the full advantage from your communications system.

Avaya 2010 Terminal

A standard handset, suitable for simple applications such as reception and warehouse, that provides an exceptional set of features.

- Message Waiting Light

- On-Hook Dialling—dial without lifting the receiver

- Receive and Make Page—receive or make individual desk, localised department, or all-office pages

- Hands-Free Speech—users can answer intercom or voice-announced calls without picking up the handset

- Six Fixed Feature Keys—one-touch access to important features

- Headset Capability, Hearing Aid Compatible and Wall-Mountable.

Avaya 2030 Display Terminal

Built-in flexibility and expanded one-touch capabilities make the 2030 display terminal suitable for a variety of office applications. Includes all of the 2010 terminal features, plus:

- Liquid Crystal Display—custom large call information window shows caller ID, directory, and more; 2-line 16-character alphanumeric display

- Eight-Key Direct Station Select—programmable one-touch access to frequently dialled extensions

- Four Context-Sensitive Soft Keys—key functions change according to phone status and screen content

- Eleven Fixed Feature Keys—Speaker, Scroll, Redial, Speed Dial, Hold, Answer/Release, Mute, Divert, No Calls, Group, Program.

Avaya 2050 Display Terminal

The 2050 offers all of the 2030 features, plus refined one-touch functionality for greater efficiency in busy or growing offices.

- Dual-Colour Busy Lamp Field—managers can assign a status level for each colour (for example, "do not disturb" and "OK to interrupt"), allowing users to recognise an individual's status by simply scanning the lamp field. In this way, valuable employees with in-demand expertise are available for brief interruptions in their calls, while employees who must focus on certain customers or tasks are protected from interruption.

Avaya 20CC Call Centre Terminal

A dedicated turret terminal for call centre applications, the 20CC leverages the features of the 2050 display terminal for optimal call centre productivity and efficiency.

- Log On/Log Off—used to register each agent's shift duration, this function allows correct user-specific settings for each agent, as well as management analysis of each agent's performance.

Avaya 20DS

Ideal for the receptionist or attendant requiring one-touch access to every employee, the 20DS provides 42 additional direct station select keys and dual-colour busy lamp field (BLF) for your chosen 20 Series display phone. Several 20DS units can be associated with the display terminal using provided linking kits.

To learn more

Contact your Avaya representative or Avaya BusinessPartner today for more information on Avaya terminals for the SME range of communications systems.