

## QUICK GUIDES FOR





# Migrate to Avaya Cloud Office

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The migration process is simple and quick and allows your team members to transition to the new solution at a pace that makes sense for them. As an authorized Avaya service provider, Netagen has tremendous experience migrating existing customers to cloud.



### Top Migration Tips

-  Identify your team's preferred communication method.
-  Identify your company's top business processes and create a proof of concept with the new solution.
-  Know the up-to-date regulatory policy and check the policy the solution provides.
-  Ask the vendor to provide a set of milestones to evaluate the migration process and to compare the results.

## Top Avaya Cloud Office Benefits

- 1** Avaya Cloud Office includes everything you need for remote working. It's incredibly easy to call, meet and message anytime, anywhere and on any device.
- 2** Avaya Cloud Office is designed to satisfy the requirements of our most security-sensitive customers, including PSAPs, military and fortune 500 enterprises.
- 3** Best of all, you'll have Avaya supporting your solution; along with unsurpassed scalability, and overall cost effectiveness.
- 4** Avaya Cloud Office requires no more hardware or software upgrades and lets you focus on your business priorities

## Common Migration Questions

### 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 Netagen Professional Services.

### 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.

## Common Migration Questions Continue

### 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.

### 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 to get started?

Schedule a free consultation to go over your existing voice infrastructure or contact us to get special pricing on Avaya Cloud Office for your specific industry.



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