Avaya Cloud Office™ Comparison Matrix

This comparison matrix is a quick reference guide to help you determine the communications and collaboration features that meet your business needs.*

US/CANADA ONLY

	Essentials 20 user limit	Standard Unlimited users	Premium Unlimited users	Ultimate Unlimited users
Messaging & Team Collaboration				
Chat with internal and external contacts	✓	✓	✓	✓
Integrated telephony calling, SMS, fax and video conferencing	✓[1]	✓	✓	✓
Unlimited posts	✓	✓	✓	✓
Integrated with company directory	✓	✓	✓	✓
Unlimited guest users	✓	✓	✓	✓
Presence status	✓	✓	✓	✓
File sharing	✓	✓	✓	✓
Search across groups, messages, files	✓	✓	✓	✓
Team calendars and events	✓	✓	✓	✓
Integrated O365/Google Calendars & Contacts	✓	✓	✓	✓
Task management	✓	✓	✓	✓
In-app document previews	✓	✓	✓	✓
Team admin controls	✓	✓	✓	✓
Advanced account-level administration controls	✓	✓	✓	✓
Shortcuts for frequently used features: set away status, create tasks, search, etc.	✓	✓	✓	✓
Unlimited Cloud Storage for Messages & Files	-	-	-	✓
Video Meetings				
HD Audio and Video	-	✓	✓	✓
Maximum meeting participants	-	100	200	200
Screen and application sharing	-	✓	✓	✓
Advanced annotation features	-	✓	✓	✓
Active speaker spotlight	-	✓	✓	✓
Intuitive host and attendee controls	-	✓	✓	✓
Public and private in-meeting chat	-	✓	✓	✓
Personal meeting IDs	-	✓	✓	✓
Ability to lock meetings	-	✓	✓	✓
Meeting passwords	-	✓	✓	✓

	Essentials 20 user limit	Standard Unlimited users	Premium Unlimited users	Ultimate Unlimited users
Test mic and speaker settings	-	✓	✓	✓
Send instant invitation via email or text	-	✓	✓	✓
Switch meeting across devices (mobile, desktop)[2]	-	✓	✓	✓
Web client (no downloads required)	-	✓	✓	✓
Intelligent echo cancellation	-	✓	✓	✓
Meetings log and history	-	✓	✓	✓
Audio options: VOIP, PSTN, Call-Me	-	✓	✓	✓
Microsoft Outlook® and G-Suite Plugin	-	✓	✓	✓
Unlimited Cloud Storage for meeting recordings[12]	-	-	-	✓
Calling Capabilities				
HD Voice[3]	✓	✓	✓	✓
Extension-to-extension dialing	✓	✓	✓	✓
Unlimited local calling	✓	✓	✓	✓
International calling[4]	✓	✓	✓	✓
International calling credit bundles	✓	✓	✓	✓
Toll-free minutes[5]	100	1,000	2,500	10,000
Inbound caller ID number	✓	✓	✓	✓
Inbound caller ID name	-	-	✓	✓
Outbound caller ID number & name	✓	✓	✓	✓
Presence across all devices	✓	✓	✓	✓
Corporate Directory	✓	✓	✓	✓
Dial-by-name directory	✓	✓	✓	✓
Call logs and reports	✓	✓	✓	✓
Active call management: mute/unmute, transfer, record, forward, park (private or public)	✓	✓	✓	✓
Custom answering & call routing rules	✓	✓	✓	✓
Music and messages on hold	✓	✓	✓	✓
Call screening and blocking	✓	✓	✓	✓
Call switch and flip	✓	✓	✓	✓
RingMe® click-to-call me	✓	✓	✓	✓
RingOut® click-to-call out	✓	✓	✓	✓
Heads-up display (HUD)	✓	✓	✓	✓
Visual voicemail	✓	✓	✓	✓
Voicemail transcription	✓	✓	✓	✓
Voicemail to email attachments	✓	✓	✓	✓
Shared lines[6]	-	✓	✓	✓
Intercom[6]	-	✓	✓	✓
Paging[6]	-	✓	✓	✓

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Call recording	-	On-demand	Automatic	Automatic
Hot desking on a shared phone	-	-	✔	✔
Advanced call handling (monitor, whisper, barge, takeover)	-	-	✔	✔
Business SMS				
Unlimited text to any number or contact from your business phone number (up to 1000 characters)	✔	✔	✔	✔
Group SMS	✔	✔	✔	✔
International SMS[7]	✔	✔	✔	✔
Business MMS	✔	✔	✔	✔
Group MMS	✔	✔	✔	✔
Messages sync instantly across mobile and desktop apps	✔	✔	✔	✔
Global				
Global presence in 100+ countries[8]	-	✔	✔	✔
10+ languages	-	✔	✔	✔
Emergency services in global countries[10]	-	✔	✔	✔
Self-service global number ordering	-	✔	✔	✔
User and System Administration				
24/7 support [11]	✔	✔	✔	✔
Web-based user and admin portals	✔	✔	✔	✔
Free, instant software upgrades/updates	✔	✔	✔	✔
Data retention[12]	✔	✔	✔	✔
Audit Trail	✔	✔	✔	✔
Compliance exports	✔	✔	✔	✔
Avaya Cloud Office service status site	✔	✔	✔	✔
Role-based access control with roles/permissions	Pre-defined	Pre-defined	Customizable	Customizable
Templates for bulk uploads	✔	✔	✔	✔
Accessibility features	✔	✔	✔	✔
Cost center management	✔	✔	✔	✔
Multiple account management	✔	✔	✔	✔
Call queues	✔	✔	✔	✔
Auto-receptionist	✔	✔	✔	✔
Multi-level IVR (auto-attendant)	-	✔	✔	✔
Visual IVR editor	-	✔	✔	✔
User templates[6]	-	✔	✔	✔
Multi-site admin and management	-	-	✔	✔
Dial Plans for large deployments – site codes and configuration template	-	-	✔	✔
Active directory integration	-	-	✔	✔
Overflow call queues	-	-	✔	✔

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Security				
Alphanumeric password	✔	✔	✔	✔
Session timer	✔	✔	✔	✔
Authorized apps manager	✔	✔	✔	✔
Business Associate Agreement for HIPAA-regulated customers[13]	✔	✔	✔	✔
Single sign-on (SSO support)	-	-	✔	✔
Analytics				
Adoption and usage	-	✔	✔	✔
Historical reporting (Users, queues, numbers, meetings)	-	✔	✔	✔
Live Reports[14] (Real-time call reporting)	-	✔	✔	✔
Quality of Service (QoS)	-	✔	✔	✔
Real-time analytics (QoS alerts)	-	-	✔	✔
Device status	-	-	-	✔
Device status alerts	-	-	-	✔
Integrations				
Google (G Suite add-on, Chrome, Hangouts)	-	✔	✔	✔
Microsoft Teams	-	✔	✔	✔
Microsoft Outlook[16]	-	✔	✔	✔
Office 365 (Outlook Mail on the web)	-	✔	✔	✔
Office 365 (Teams on web)	-	✔	✔	✔
Skype for Business[16]	-	✔	✔	✔
Firefox	-	✔	✔	✔
Slack	-	✔	✔	✔
Zapier	-	✔	✔	✔
Salesforce®	-	-	✔	✔
Zendesk	-	-	✔	✔
ServiceNow®	-	-	✔	✔
SugarCRM	-	-	✔	✔
Bullhorn	-	-	✔	✔
Oracle Netsuite	-	-	✔	✔
Microsoft Dynamics 365	-	-	✔	✔
Okta	-	-	✔	✔
Avaya Cloud Office Archiver	-	-	✔	✔
Canvas	-	-	✔	✔
Smarsh	-	-	✔	✔

	Essentials 20 user limit	Standard Unlimited users	Premium Unlimited users	Ultimate Unlimited users
APIs[17]				
API access for 3rd party app development & deployment	–	–	✓	✓
Voice APIs	–	–	✓	✓
Active Call Control API	–	–	✓	✓
WebRTC E911 API	–	–	✓	✓
P2P SMS APIs	–	–	✓	✓
Commercial SMS APIs[13]	–	–	✓	✓
Team Messaging APIs	–	–	✓	✓
Video APIs	–	–	✓	✓
Fax APIs	–	–	✓	✓
System Config APIs	–	–	✓	✓
Data APIs	–	–	✓	✓
Audio Conferencing				
Unlimited audio conferences with up to 1000 attendees per conference	–	✓	✓	✓
Own unique bridge number and access codes	–	✓	✓	✓
Invite international participants with local dial-in numbers in 50+ countries	–	✓	✓	✓
Send instant invites via email or text	–	✓	✓	✓
Reset host and participant access codes	–	✓	✓	✓
Premium audio conference numbers	–	✓	✓	✓
Internet Fax				
Send and receive faxes electronically, without a fax machine	–	✓	✓	✓
Send fax via integrations	–	✓	✓	✓
Send faxes using a fax machine with an analog adapter	–	✓	✓	✓
Scan to fax directly from desktop[16]	–	✓	✓	✓
Drag-n-drop files as attachments[18]	–	✓	✓	✓
Fax activity log	–	✓	✓	✓

*Subject to change. For more details, please contact your Avaya Cloud Office Account Executive. Terms and conditions apply.

1. Essentials edition doesn't include fax, video meetings.
2. Available on Avaya Cloud Office app.
3. Supported devices only.
4. Calling rates apply.
5. Toll-free minutes are per account regardless of number of lines. Additional minutes are always available for purchase.
6. Not available for accounts with only 1 user / direct line
7. Limitations apply, contact your Account Executive.
8. Additional licence fee applies. Not available for one tier lines.
9. Limited in some countries, contact your Account Executive.
10. Subject to country availability.
11. 24/7 live phone support is available for major issues.
12. Retention period applies.
13. For US customers only.
14. Additional license fee applies.
16. Windows only.
17. Standard-edition customers with more than $50 MRR get access to APIs.
18. Attach up to 20MB of files.

AVAYA CLOUD OFFICE™
by **RingCentral**®