

AVAYA
one-X™
Quick Edition



**Clients Demanding
Service Require
You to Have the
Right Tools**

How do you satisfy your customer's incessant questions while maintaining a consistent and professional image?

Quick Edition is a new phone system from Avaya that helps professional services firms like yours deal with the hardest customers of all – other businesses.

Greet your customers consistently using an automated attendant. The attendant offers a dial-by-name directory and you can personalize your message. Customers can reach any person in your company by dialing their extension – even if they're not in the office.

Control your customer's experience. With flexible extensions, phone numbers in Quick Edition's directory can have anywhere from 2 to 6 digit extensions.

How do you make your employees accessible?

Quick Edition phone systems leverage the latest technology to connect customers with your employees through the internet when they are not in the office.

Retrieve voice messages from clients and colleagues wherever there is Internet with Voicemail-to-Email forwarding.

Let employees telecommute from any geography securely by connecting their phone to an Internet connection. With Remote Worker Extension, they appear as another extension on your system and clients contact them just as they do others in the office. Plus, when they make phone calls, the calls leave from the head office location.

Having the right tools means no matter how large or small your business is, you control your customer's experience!