Avaya Workplace - Communications for how and where we work.

Options	Phone Service Mode	
Distinctive Feature Options **One number reach.** **Callers can reach you on any device by calling your work telephone number.** **When placing calls the called party will see your work number and not your mobile number.**	**Desktop Computer (Softphone)** | No Avaya desktop phone needed. Turn your computer into your telephone, enabling you to work at your desk or from anywhere. Allows customers to make calls over the internet via their computer. **Features** • Auto Configuration for easy setup • Conferencing • Enterprise Directory Access (vcu.edu)* • Hold • Message Waiting Indicator • One Touch Access for Calling • View Your Calendar	**Mobile** | Make and receive calls on your mobile phone. Using Avaya Workplace in Phone Service mode on your mobile device *will use wi-fi when available, but when it is not, it uses the mobile data service.* **Features** • Auto Configuration for easy setup • Conferencing • Enterprise Directory Access (vcu.edu)* • Home Screen • Message Waiting Indicator • One Touch Access for Calling • View Your Calendar
Available for both VCU and VCU Health	X	X
Available for Mac and Windows Desktop	X	
Available for Tablets		X
Authenticate using eID		
Recommend use with a noise cancelling headset. (Available VCU Telecommunications Services)	X	
Requires VPN for Enterprise Directory when working remotely off campus. *VCU Directory Only	X	
Pricing	Included with a telephone number and desktop phone. No desktop phone, monthly flat rate cost per month is $15 which will include voicemail. An approximate $14.95/month savings to your department if no physical phone is needed. ***Effective 10/1/2021***	Included with a telephone number and desktop phone.

Note: Some Avaya Workplace features must be configured by an administrator before you can use them.

VCU
Telecommunications Services
Technology Services