# Avaya Workplace - Communications for how and where we work.

## Options

<table>
<thead>
<tr>
<th>Distinctive Feature Options</th>
<th>Desktop Computer (Softphone)</th>
<th>Phone Service Mode</th>
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<tbody>
<tr>
<td><strong>One number reach.</strong></td>
<td>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.</td>
<td><strong>Mobile</strong></td>
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<tr>
<td><strong>Callers can reach you on any device by calling your work telephone number.</strong></td>
<td><strong>Features</strong>&lt;br&gt;- Auto Configuration for easy setup&lt;br&gt;- Conferencing&lt;br&gt;- Enterprise Directory Access (vcu.edu)*&lt;br&gt;- Hold&lt;br&gt;- Message Waiting Indicator&lt;br&gt;- One Touch Access for Calling&lt;br&gt;- View Your Calendar</td>
<td><strong>Features</strong>&lt;br&gt;- Auto Configuration for easy setup&lt;br&gt;- Conferencing&lt;br&gt;- Enterprise Directory Access (vcu.edu)*&lt;br&gt;- Home Screen&lt;br&gt;- Message Waiting Indicator&lt;br&gt;- One Touch Access for Calling&lt;br&gt;- View Your Calendar</td>
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<td><strong>When placing calls the called party will see your work number and not your mobile number.</strong></td>
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### Available Features

- Auto Configuration for easy setup
- Conferencing
- Enterprise Directory Access (vcu.edu)*
- Hold
- Message Waiting Indicator
- One Touch Access for Calling
- View Your Calendar

### Available for:

- Available for both VCU and VCU Health
- Available for Mac and Windows Desktop
- Available for Tablets
- Authenticate using eID
- Recommend use with a noise cancelling headset. (Available VCU Telecommunications Services)
- Requires VPN for Enterprise Directory when working remotely off campus. *VCU Directory Only

## 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.