



MAX MEDIA

Composure Dynamic Creativity .. To The Maximum

A strategy by which to achieve quality and efficiency in our performance.

www.maxmda.com

AVAYA

BUSINESSPARTNER

عزز أعمالك مع

IP OFFICE من أفايا



Composure

It's reflected on the development of our ideas and present them perfectly

Dynamic

we implement our commitment with passion and efficie

Creativity

we use our imagination in thinking, innovation and execute our work with harmony

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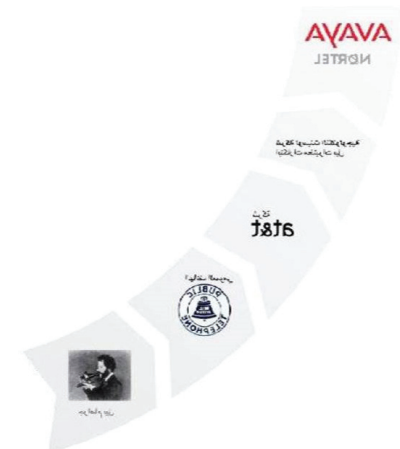


AVAYA

Is a global leader in the field of telecommunications services and applications. Avaya has a hundred years of experience and innovation in digital communications network software, disease of «Bill Graham» to AT & T Inc. and access to the company Lucent Technology.

What is Avaya IP Office?

Is a system for managing PABX telephone systems and call center through the technique of IP Telephony,, one of the new technologies that will allow you to link the phone lines in your network with the rest of your companies and make it one company or through one phone line without the need to dial telephone lines in each branch, which enables you to reduce your expenses.



System Features

1. Easy way to Connect all branches with the main branch
2. Supports 384 users per system or 1,000 users spread over 32 branch.
3. The possibility of using lines of internal network (UTP) for the company instead of regular phone lines.
- 4 . The possibility of linking the system with Exchange Server to Audio recordings to it.
5. The system provides call center and there is a special program to show the advanced reports on the number of outgoing calls, and the number of incoming calls, missed calls, and who responded to the calls and how many contacts made by each person, and print it.
6. You can use the laptop and mobile as a phone and navigate and make calls from anywhere like you're at your desk in the company.
7. The system support the SIP Service
8. Linking the system with the internal network of the company because the system depends on the IP System
9. Easily change the location of the system from one place to another.
10. You can record all incoming and outgoing calls to provide better services (especially for Call Center).
11. The possibility to make groups for your departments in your company (financial, sales, purchasing, human resources) and control their calls.

12. If you have a company and have more than one branch, you can use only one system and participation of main branch lines with the rest of the branches.

13. You can make voice meeting called Call Conference and invite any employee in the company or outside of company to the meeting directly.

14. In case you are not at your desk the system can convert the call to your mobile phone for emergency matters, and this service is useful if you do not want to disclose the mobile phone numbers of your employees and sufficiency their extensions.

15. You can create a private contact list for your company and each employee can see his own list and request directly from Contact List, and dial directly.

16. Easy to make a backup of the system and save it and restore it without losing your settings.

17. According to the rules of the companies that market their services relying on jobs at home, where they are linked with the main branch.

18. If you have many branches, including out of country, you can link them using a high-speed internet, or use IP-VPN at a normal speed then you can use the main lines of the company to provide the cost of communications in the branches of the company..

19. The hot desking features allow you to log on at any phone in your company and that phone will then take on the features of your phone including your extension number. This can be especially useful if you sometimes work at a different location or in any branch. In order for you to be able to use this feature and log in to a phone you need to get your system administrator to assign you a login code

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One-X Mobile Preferred

This program is characterized compensability installed on both Android devices and iPhone, it supports SIP feature that enables you to use your extension from anywhere in the company or the world. It is supporting for conference calls and video calls and also has an address book for a special registration of your contacts and other features of the other. Support the following networks: (Wi-Fi/3G/4G)



AVAYA Softphone (PC/Laptop)

This program is characterized compensability installed on both computers and laptops, which enables you to use them as a phone and move freely and call from anywhere in the company or in one of your branches. It is supporting video calls and also has a special register address book contacts.



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Avaya Flare

It is a wonderful and very special in terms of design, features and characteristics, which runs on the iPad and PC, and the system is supporting live chat with the staff, whether written or audio or video, and the system supports property additions and deletions for extension that want stay in your system.



Call Conference

Allows several callers to talk together via audio conference, they may be present in the company or outside the company.



- Avaya B179 IP Conference Phone
- Avaya B149/B159 Analog Conference Phones

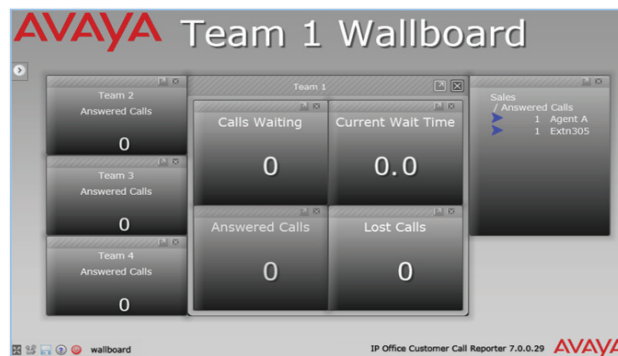
Call Center



It is a system for receiving and delivering many of the requests made by telephone to support products or deal with inquiries and provide information to consumers or customers. One of the main applications:

1. Monitoring System

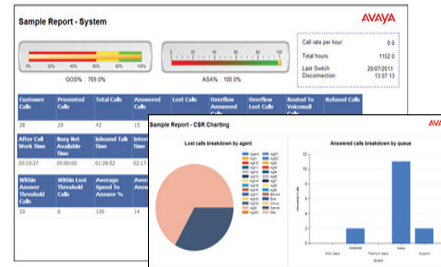
It is a screen you will design your own status Statistics that you want to display for example, you can put the number of calls received so far and calls that are not answered you can put it on a big screen and create these statistics chance to compete among employees to increase productivity and create enthusiasm required to develop the work.



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2. Reporting System

It is an integrated system programmer, you can easily create your reports and design it by yourself, and not only that, but you can create more than one report and choose the data that will appear in each report and save it and you can send it automatically to your email every week or every month. And many others Feature.





3. Contact Store Recording

It is a system that record all incoming and outgoing calls. Also You can search and listen for any call and send it by e-mail.

The image shows the AVAYA ContactStore Administration System interface. The top bar includes the AVAYA logo, 'powered by Verint Systems', and a timestamp of 02:14:30. The left sidebar contains navigation links for 'Administration', 'Administer System', and 'Search Filters'. The 'Search Filters' section includes fields for 'Call Start Range' (from 01/04/09 to 13/05/09), 'Parties', 'Length', 'Target Number', and 'Call Set'. The main area displays a 'Results' table with columns for 'Call Start', 'Len', 'Parties', 'Type', and 'Target'. The table lists several call records, including incoming and outgoing calls to various numbers.

4. Supported Phones

| Desktop Phone | | |
|---------------|---|--|
| | Digital | IP |
| Paperless | <div>9500<ul style="list-style-type: none">• 9504, 9508• Backlight• Paperless keys (12/24)• Paperless expansion module (BM12)• Full duplex handsfree (9508)</div> | <div>9600<ul style="list-style-type: none">• Full duplex HF• Gig-E available• Color available• Visual Voice• Phone menu• LCD Expansion</div> |
| | Value Line | <div>1400<ul style="list-style-type: none">• 1403, 1408, 1416• Backlight• Paper labels• Dual LEDs• Especially for sub20 market, e.g. Partner Edition</div> |

Why Avaya?

Avaya is a global leader in business communications systems. The availability of unified communications, contact centers, and related services directly and through its channel partners to leading businesses and organizations around the world. Companies of all sizes depend on Avaya solutions that enhance productivity and collaboration, customer service and competitiveness. A unique combination of communications applications, software and services helps companies simplify complex communications and integrate with technologies from other vendors, Avaya helps improve the way organizations work and make them more productive, processes more flexible and customers more satisfied.

الجوائز التي ربحها IP Office



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**We believe with Communication and inquiries
we can achieve the highest standards of
quality and efficiency in the performance.
don't hastate to contact us.**

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