AVAYA CLOUD OFFICE ®
by **RingCentral**

AVAYA CLOUD OFFICE®
COMPARISON MATRIX

See popular features included in these Avaya Cloud Office plans to find the one that is right for your business.

	Core	Advanced	Ultra
Phone			
High-definition (HD) voice; AI-noise cancellation[1]	✔	✔	✔
Unlimited local calling within the US/Canada	✔	✔	✔
Extension-to-extension dialing	✔	✔	✔
International calling[2]	✔	✔	✔
International calling credit bundles	✔	✔	✔
Toll-free minutes[3]	100	1,000	10,000
Inbound caller ID number	✔	✔	✔
Outbound caller ID number	✔	✔	✔
Presence across all devices	✔	✔	✔
Corporate Directory	✔	✔	✔
Dial-by-name directory	✔	✔	✔
Autodial (Ringdown)	✔	✔	✔
3 way calling	✔	✔	✔
99.999% Uptime, <6 mins of annual downtime	✔	✔	✔
Auto-receptionist	✔	✔	✔
Advanced call handling: mute/unmute, transfer, record, forward, park (private or public)	✔	✔	✔
Custom answering & call routing rules	✔	✔	✔
Music and messages on hold	✔	✔	✔
Call flip (flip devices in 1 click)	✔	✔	✔

Phone	Core	Advanced	Ultra
Call switch (switch calling to video in 1 click)	✓	✓	✓
Call park	✓	✓	✓
Call forwarding	✓	✓	✓
Call delegation	✓	✓	✓
Call from computer (softphone)	✓	✓	✓
Shared lines[4] and voicemail	✓	✓	✓
Bridge call appearance (BCA) delegated lines	✓	✓	✓
Answering rules	✓	✓	✓
Click to dial	✓	✓	✓
Reply to phone call with automated voice message	✓	✓	✓
Forward all calls with 1 click	✓	✓	✓
Enhanced call forwarding, user call handling enhancements	✓	✓	✓
RingMe® click-to-call me	✓	✓	✓
RingOut® click-to-call out	✓	✓	✓
Visual voicemail – voicemail transcriptions, voicemail to email	✓	✓	✓
Forward voicemails, calls, etc.	✓	✓	✓
Emergency calling (E911)[5]	✓	✓	✓
AI powered Robocall protection	✓	✓	✓
Advanced call screening and blocking (user level)	✓	✓	✓
Standalone call window (on desktop)	✓	✓	✓
Call recording	On-demand	Automatic / On-demand	Automatic / On-demand
Incoming Caller ID Name (CNAM)	✓	✓	✓
End-to-end encryption for phone calls (beta)[6]	✓	✓	✓
Phone rental options: desk & conference phones	✓	✓	✓
Receptionist and admin console – head-up display (HUD)	✓	✓	✓
Intercom announcements and paging[4]	✓	✓	✓
Push To Talk / walkie-talkie	Add-on	Add-on	Add-on

Phone

	Core	Advanced	Ultra
Unified inbox (voicemail, SMS, eFaxing)	✓	✓	✓
Shared directory of external contacts		✓	✓
Hot desking on a shared phone		✓	✓
Advanced call handling (monitor, whisper, barge, takeover)		✓	✓
Up to 8-digit extensions with site codes		✓	✓

1 Supported devices only.
2 Calling rates apply.
3 Toll-free minutes are per account regardless of number of lines. Additional minutes are always available for purchase.
4 Not available for one line accounts.
5 Available in the US only.
6 Applicable to Avaya Cloud Office app-to-app calls only.

Call queues

	Core	Advanced	Ultra
Call Queues & Hunt Groups	✓	✓	✓
Directed call pickup	✓	✓	✓
Call queue overflow		✓	✓
Call queue routing options		✓	✓
Call queue remote member management		✓	✓
Call queue pickup		✓	✓
Group call pickup		✓	✓

Audio conferencing

	Core	Advanced	Ultra
Unlimited audio conferences with up to 1,000 attendees per conference	✓	✓	✓
Own unique bridge number and access codes	✓	✓	✓
Invite international participants with local dial-in numbers in numerous countries	✓	✓	✓
Send instant invitations via email or text	✓	✓	✓
Reset host and participant access codes	✓	✓	✓
Premium audio conference numbers	✓	✓	✓

Business SMS	Core	Advanced	Ultra
SMS integrated with unified inbox and business phone number for calling	✓	✓	✓
Business SMS allocations[7]	25/user/month	100/user/month	200/user/month
Group SMS/MMS	✓	✓	✓
Bulk SMS - send the same text to 100 recipients, or less, in separate messages[8]	✓	✓	✓
Bulk forward, delete, and export SMS/MMS	✓	✓	✓
SMS templates	✓	✓	✓
Messages sync instantly across mobile and desktop apps	✓	✓	✓
Send more than plain text – send MMS, emojis, attachments and more	✓	✓	✓
Carrier compliant and optimized for deliverability – meets new Carrier requirements and reduces risk of fines	✓	✓	✓

7 User allocations are pooled across the account.
8 For larger outreach, use the SMS Campaign App, available for free, to send the same text to thousands at once. Contact your Account Executive for more details.

Internet Fax	Core	Advanced	Ultra
eFax integrated with unified inbox and business phone number for SMS and calling		✓	✓
Unlimited eFaxing		✓	✓
Connect faxing to your other apps		✓	✓
Send faxes using a fax machine with an analog adapter		✓	✓
Fax from desktop computer[9]		✓	✓
Email-to-fax		✓	✓
Print-to-fax		✓	✓
Scan-to-fax		✓	✓
Drag-n-drop files as attachments[10]		✓	✓
Receive multiple faxes simultaneously (no busy signals)		✓	✓
Print incoming faxes automatically		✓	✓
Instant fax alerts by SMS, email, etc.		✓	✓
Flexible fax scheduling		✓	✓
Customizable fax cover pages[11]		✓	✓

Internet Fax	Core	Advanced	Ultra
Group faxing capability[12]		✓	✓
Advanced fax spam blocking		✓	✓
Fax activity log		✓	✓
Fax admin controls: roles & permissions		✓	✓

9 Available on Windows only.
10 Attach up to 20MB of files.
11 Available on desktop and mobile app.
12 Up to 50 recipients.
13 For data retention policies see **ringcentr.al/dataretention**.

Video meetings	Core	Advanced	Ultra
HD audio and video	✓	✓	✓
Maximum meeting participants	100	100	200
Video recording cloud storage	Unlimited	Unlimited	Unlimited
Video recording retention period[13]	1 year	1 year	1 year
Dynamic end-to-end encryption	✓	✓	✓
Screen and application sharing	✓	✓	✓
Advanced annotation features	✓	✓	✓
Active speaker spotlight	✓	✓	✓
Intuitive host and attendee controls	✓	✓	✓
Public and private in-meeting chat	✓	✓	✓
Personal meeting IDs and names	✓	✓	✓
Ability to lock meetings	✓	✓	✓
Meeting passwords	✓	✓	✓
Test mic and speaker settings	✓	✓	✓
Send instant invitation via email or text	✓	✓	✓
Switch meeting across devices (mobile, desktop, Rooms)[14]	✓	✓	✓
Web client (no downloads required)	✓	✓	✓

Video meetings	Core	Advanced	Ultra
Intelligent echo and background noise cancellation	✓	✓	✓
Meetings log and history	✓	✓	✓
Audio options: VOIP, PSTN, Call-Me	✓	✓	✓
Microsoft Outlook® and Google Workspace Plugin	✓	✓	✓
Waiting room	✓	✓	✓
Virtual background	✓	✓	✓
Presentation modes	✓	✓	✓
Closed captions	✓	✓	✓
Collaborative notes	✓	✓	✓
Live transcription	✓	✓	✓
Team huddle	✓	✓	✓
Breakout rooms	✓	✓	✓
Meeting insights & summaries	✓	✓	✓
Collaborative whiteboard	✓	✓	✓
Remote desktop control	✓	✓	✓
In-meeting participant reactions	✓	✓	✓
Auto-follow camera setting	✓	✓	✓
Share camera view from a mobile device	✓	✓	✓
Share from Google Drive on a mobile device	✓	✓	✓
Large video meeting add-on options	Add-on	Add-on	Add-on

[14] Available on the Avaya Cloud Office app.

Rooms (Add-on)	Core	Advanced	Ultra
End-to-End Encryption support for meetings	✓	✓	✓
One tap to join meetings	✓	✓	✓
Wirelessly join from desktop or mobile 720 HD video & audio	✓	✓	✓
720 HD video & audio	✓	✓	✓
Rooms analytics	✓	✓	✓
Easy activation code room sign in	✓	✓	✓

Rooms (Add-on)	Core	Advanced	Ultra
3rd party meetings with Zoom, Webex, Teams	✔	✔	✔
Works with Appliance hardware, usb hardware, and PC and Mac Room Kits	✔	✔	✔
Rooms status and alerts	✔	✔	✔
Passcode protect admin settings	✔	✔	✔
Room camera control	✔	✔	✔
Prefixed camera positions	✔	✔	✔
HDMI screen share	✔	✔	✔
Calendar integrations with Office 365, Google and Exchange	✔	✔	✔
Scheduling display	✔	✔	✔
Digital signage	✔	✔	✔
Closed Captions	✔	✔	✔
Remote software management	✔	✔	✔
Waiting room	✔	✔	✔
Mobile phone as a Rooms controller	✔	✔	✔
Voice activated control for Rooms	✔	✔	✔
Mobile device to Rooms switch	✔	✔	✔
Cross platform compatibility between host device and room tablet controller	✔	✔	✔
Rooms as a softphone system	✔	✔	✔
Avaya Cloud Office Rooms Connector for existing third-party SIP-based hardware	Add-on	Add-on	Add-on

Messaging & Team collaboration	Core	Advanced	Ultra
Chat with internal and external contacts	✔	✔	✔
Integrated messaging with telephony calling, SMS, fax and video conferencing[15]	✔	✔	✔
Unlimited posts	✔	✔	✔
Integrated with company directory	✔	✔	✔
Unlimited guest users	✔	✔	✔
Presence status	✔	✔	✔
Document / file sharing	✔	✔	✔
Search across groups, messages, files	✔	✔	✔

Messaging & Team collaboration	Core	Advanced	Ultra
Calendar integration	✓	✓	✓
Event creation and management	✓	✓	✓
Task creation and management	✓	✓	✓
In-app document previews	✓	✓	✓
Team administration controls	✓	✓	✓
Advanced account-level administration controls	✓	✓	✓
Shortcuts for frequently used features: quick actions, app navigation, text formatting	✓	✓	✓
Dark theme	✓	✓	✓
Emoji reactions	✓	✓	✓
Personal folders	✓	✓	✓
Customizable tabs	✓	✓	✓
Forward posts between conversations	✓	✓	✓
Embedded apps in team messaging (Add-Ins)	✓	✓	✓
@ mentions for individuals and teams	✓	✓	✓
Message reminders	✓	✓	✓
Switch Avaya Cloud Office RingCentral accounts	✓	✓	✓
Post an email as a message	✓	✓	✓
Unified app access (desktop, mobile, browser-based)	✓	✓	✓
Create a team based on a scheduled Video meeting with Team Connect	✓	✓	✓
In-app Resource Center for onboarding, feature discovery, help, support and feedback	✓	✓	✓
Mobile apps for iOS and Android	✓	✓	✓
Unlimited storage for files, messaging, and recordings[16]			✓

15 Core edition does not include fax
16 For details on storage limits and data retention see ringcentr.al/dataretention.

AI Capabilities	Core	Advanced	Ultra
RingSense AI for Video			
Live transcriptions	✓	✓	✓
Closed captioning	✓	✓	✓
Video summaries	✓	✓	✓
Video highlights	✓	✓	✓

Analytics	Core	Advanced	Ultra
Call logs	✓	✓	✓
Real-time quality-of-service analytics and alerts	✓	✓	✓
Live Reports for real-time call queue management	Add-on	Add-on	Add-on
Adoption analytics		✓	✓
Customer-defined locations		✓	✓

Messaging & Team collaboration	Core	Advanced	Ultra
Report subscriptions		✓	✓
Avaya Cloud Office Rooms analytics and alerts[17]			✓
Device analytics and alerts			✓

17 Rooms data is available to Avaya Cloud Office Rooms customers

Integrations - access more than 300 out-of-the-box integrations	Core	Advanced	Ultra
Avaya Cloud Office for Google Workspace and Google Chrome	✓	✓	✓
Avaya Cloud Office for Microsoft Teams	✓	✓	✓
Avaya Cloud Office for Microsoft Outlook[18]	✓	✓	✓
Avaya Cloud Office for Office 365	✓	✓	✓
Avaya Cloud Office for Slack	✓	✓	✓
Avaya Cloud Office for Zapier		✓	✓
Avaya Cloud Office for Salesforce®		✓	✓
Avaya Cloud Office for Hubspot		✓	✓
Avaya Cloud Office for Zendesk		✓	✓
Avaya Cloud Office for ServiceNow®		✓	✓
Avaya Cloud Office for SugarCRM		✓	✓
Avaya Cloud Office for Bullhorn		✓	✓
Avaya Cloud Office for NetSuite		✓	✓
Avaya Cloud Office for Microsoft Dynamics 365		✓	✓
Avaya Cloud Office for Okta		✓	✓
Avaya Cloud Office Archiver		✓	✓
Avaya Cloud Office for LTI (Blackboard, Moodle, D2L, Canvas)		✓	✓
Avaya Cloud Office for Canvas		✓	✓
Avaya Cloud Office for Smarsh		✓	✓
Avaya Cloud Office for Zoho		✓	✓

18 Windows only.

APIs—500+ open APIs and 80K+ developers	Core	Advanced	Ultra
Low code embeddable widgets and drag and drop workflow builder	✓	✓	✓
Sandbox environment for development	Add-on	Add-on	Add-on
Voice APIs	✓	✓	✓
Active Call Control API	✓	✓	✓
WebRTC E911 API	✓	✓	✓
SMS and bulk SMS APIs (SMS rates apply)	✓	✓	✓
Team Messaging APIs	✓	✓	✓
Video and Audio APIs	✓	✓	✓
Fax APIs	✓	✓	✓
System Config APIs	✓	✓	✓
Data APIs	✓	✓	✓

Security and Compliance	Core	Advanced	Ultra
7 layers of enterprise-grade security	✓	✓	✓
Single Sign-On (SSO support)	✓	✓	✓
Alphanumeric password	✓	✓	✓
Session timer	✓	✓	✓
Authorized apps manager	✓	✓	✓
Endpoint management via RingCentral for Microsoft Intune	✓	✓	✓
eDiscovery and legal hold[19]	✓	✓	✓
Data loss protection[19]	✓	✓	✓
TLS encryption/SRTP secure voice	✓	✓	✓
ISO 27001, 27017-18 and 22301 certified	✓	✓	✓
SOC 2 & SOC 3 compliant	✓	✓	✓
HITRUST certified	✓	✓	✓
UK Cyber Essentials Plus certified BSI C5 certified	✓	✓	✓
PCI-compliant	✓	✓	✓
GDPR compliant	✓	✓	✓
STIR/SHAKEN compliance	✓	✓	✓
RAY BAUMs Act and Kari's Law Compliance	✓	✓	✓
Business Associate Agreement for HIPAA regulated customers[20]	✓	✓	✓

19 Via 3rd party integration with Theta Lake.
20 For US customers only."

Administration	Core	Advanced	Ultra
Advanced business phone system (cloud PBX)	✓	✓	✓
Customizable greetings	✓	✓	✓
Multi-level auto attendant and Interactive Voice Response (IVR)	✓	✓	✓
Number porting	✓	✓	✓
Live call monitoring	✓	✓	✓
Role based access controls and permissions	✓	✓	✓
Bulk uploading of new users (2500 at a time)	✓	✓	✓
Mobile onboarding for mobile-only users	✓	✓	✓
Zero touch provisioning on select deskphones devices	✓	✓	✓
Web-based user and admin portals	✓	✓	✓
Company setup, add new users on mobile	✓	✓	✓
Free, instant software upgrades/updates	✓	✓	✓
Call management and phone system administration	✓	✓	✓
Multiple account management	✓	✓	✓
Data retention[21]	✓	✓	✓
Audit Trail	✓	✓	✓
Compliance exports	✓	✓	✓
Avaya Cloud Office service status site	✓	✓	✓
Templates for bulk uploads	✓	✓	✓
Accessibility features	✓	✓	✓
Set primary number across multiple endpoints	✓	✓	✓
Bring your own devices (BYOD) on select deskphones and headsets	✓	✓	✓
24/7 support[22]	✓	✓	✓
Professional implementation	✓	✓	✓
Integrated telephony for Microsoft Teams	✓	✓	✓
Include non-Phone (Video Pro/Pro+) users in account	✓	✓	✓
Single Sign-On (SSO support)	✓	✓	✓
Okta AD integration	✓	✓	✓

Administration

	Core	Advanced	Ultra
Azure AD integration	✓	✓	✓
Cost center management		✓	✓
Citrix & VMware virtual desktop softphone integration		✓	✓
Role-based access control with customized roles/permissions		✓	✓
Multi-site admin and management		✓	✓

21 Retention period applies.
22 24/7 live phone support is available for major issues.

Global Solutions

	Core	Advanced	Ultra
Local PSTN in 45+ countries[23]	✓	✓	✓
Local and toll free numbers in 105+ countries[23]	✓	✓	✓
18 languages (on desktop, mobile, and browser)	✓	✓	✓
1,000 Regional Calling Minutes[24]	✓	✓	✓
Emergency services in Global Office countries[25]	✓	✓	✓
Self-service global number ordering[25]	✓	✓	✓
BYOC available in 71 countries	✓	✓	✓

23 Additional license fee applies. Not available for one tier lines.
24 Available with Avaya Cloud Office Global Office subscriptions. Limited in some countries.
25 Subject to country availability.

Note: All information above is subject to change. For more details, please contact your Avaya Cloud Office Account Executive. Terms and conditions apply.

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