



EBOOK

A Day in the Life of

# HIGHER EDUCATION

with Avaya Cloud Office®

AVAYA CLOUD OFFICE®  
by **RingCentral**®

# STAYING CONNECTED

The proliferation of digital tools has given way to a more collaborative higher education ecosystem, which has only been driven further by COVID-19. According to IDC:

- 50% of higher education institutions believe that student engagement and remote work will be permanently changed.
- 40% will accelerate digital transformation, focusing on cloud, conferencing applications, software development, and connectivity.
- 55% expect an increase in demand for video conferencing and virtual workplaces.





What many believed to be a temporary shift has become a permanent change to the way students, staff, and faculty communicate and collaborate. Higher education institutions must now consider what tools and technologies will best suit them in a different world of learning and teaching.

Avaya Cloud Office by RingCentral fundamentally enhances the way these institutions operate by providing enterprise-grade cloud communications with incredible reliability and security – all backed by award-winning support and convenient monthly costs from a single vendor.

Read on to see Avaya Cloud Office in action.



# Voice & Messaging



**Mary serves as the president of a large, privately owned university.** Her job is 24x7 and revolves around her calendar, from early morning breakfasts with state legislators to midday calls with trustees. Weekends bring more meetings and virtual conferences, as well as fundraising and alumni events. She has to be “on” constantly, making reachability via voice and messaging crucial.

Avaya Cloud Office is ideal for keeping Mary connected. She can make and receive calls regardless of where she is or what device she’s using. She can log into her user portal to manage her phone setup, including setting voice greetings for new calls as well as setting up calls to ring sequentially or simultaneously across different devices depending on her schedule. Each is customizable by time of day.



**Avaya Cloud Office is ideal for keeping Mary connected. She can make and receive calls regardless of where she is or what device she’s using.**



Avaya Cloud Office keeps Mary connected with advanced features like:

- **Voicemail-to-text** – automatically convert voicemails to text that can be read in the body of emails and text messages.
- **Automatic call recording** – automatically record your inbound and outbound calls.
- **On-demand call recording** – manually record phone calls anytime.

# Meetings



**Ryan works as a full-time computer science professor at a public research university.** He balances dozens of tasks on a daily basis, from preparing and presenting lectures to running meetings for the department to advising students. He often works evenings and weekends, fitting work in when commuting, flying, or waiting in line at the grocery store.

Ryan benefits from Avaya Cloud Office in several important ways:

- Easy, unlimited video conferencing with up to 200 participants.
- Seamless video and content-sharing meetings on any phone, browser, or mobile device.
- The ability to chat, screen share, assign tasks, store documents, and more during meetings.







Using Avaya Cloud Office, Ryan can initiate video meetings on any device using one simple app. With a single click, he can run meetings to discuss everything from department curriculum to faculty hiring, whether he's at home, on campus, or on the go.

During lectures, he can chat and screen share with students in real time as well as create and manage groups where students can collaborate on projects. He can record and post videos, and easily create and assign student tasks. Guest speakers can join lectures by simply signing into meetings using a Google Chrome or Mozilla Firefox browser. All files and communications are kept in one secure place and can be accessed anywhere, anytime, using any device.

### Work with the apps you already use

Extend your Learning Management System to schedule and manage password-protected classroom sessions, meetings, and more. Get seamless integration with Avaya Cloud Office for Learning Tools Interoperability (LTI), compatible with the following systems:





# Mobility/ Remote



**Jessica is a full-time undergraduate student at a community college who also works as an in-store sales associate.** Mobile is her preferred mode of communication, but her school's online learning platform isn't optimized for it. Her class relies largely on voice and email, which stifles engagement and productivity. She wants a solution that's more seamlessly integrated so that she doesn't have to hop in and out of multiple different apps to communicate, stay on top of coursework, and turn in assignments.





Avaya Cloud Office creates an immersive experience for Jessica with:

- An intuitive, modern interface, whether she's at home, on the road, or on break at work.
- An all-in-one solution for video conferencing, screen sharing, chat, presence, and more.
- Easy app integration that lets her balance schedules for her work life and student life.

If Jessica's phone dies unexpectedly during a lecture, she can quickly log back in using her tablet, laptop, or desktop computer. Avaya Cloud Office gives every student more creative freedom for how they manage their communication workflow, be it someone like Jessica who's more digitally savvy or a student who prefers a balance of traditional and digital methods.

# Admin/ Analytics



**John is the director of IT at a small, private university.** He's responsible for the leadership and coordination of the university's IT services—from communicating with administrators, faculty, and external vendors to setting up and maintaining equipment to evaluating system issues. The pandemic has also created new challenges, from software license restrictions to faculty who are unfamiliar with online teaching.



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**Built-in analytics give John a deeper understanding of his university's communications, regardless of where meetings or calls are taking place.**

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Avaya Cloud Office keeps IT running smoothly by helping John:

- **Stay up to date** – Get automatic updates with new features and zero hardware churn or challenging upgrades (updates happen automatically once per quarter, at no extra cost). Users have everything they need, and the solution is never out-of-date.
- **Pay only for the services in use** – Streamlined payments mean predictability and control, and John never has to worry about hardware capacity or licenses. There's also no need to manage or pay for separate video meeting services or integration.
- **Manage anything on the go** – John can view information, make changes, and monitor things—anywhere, anytime, on any device. He can manage office numbers, set up an auto receptionist, track billing and usage, and set flexible roles and permissions for tighter security.
- **Gain insights with built-in analytics** – Gain a deeper understanding of the university's communications, regardless of where meetings or calls take place. John can review call specifics and user environments during interactions to make improvements to quality and service.







## Discover Cloud-Powered Simplicity.

For higher education institutions, there's never been a better time for a more flexible, advanced, cost-effective communications solution. Avaya Cloud Office is packaged and priced so you can be up and running fast with the features and options your students, staff, and faculty need—all in one easy cloud-based app, available on any device.

Discover Avaya Cloud Office