

Switchvox Cloud® vs AVAYA Live Connect

All features, every user. With Switchvox Cloud, you get contact center features, mobility, call control, and collaboration tools included with every user – for the same price. Switchvox Cloud is a hosted phone system that delivers the customer experience your business demands at a price point you can afford.

Simple Call Management. Every user on Switchvox Cloud gets Switchboard – a fully customizable, interactive productivity tool that gives users a bird’s-eye view into the phone system with features like click-to-dial, visual voicemail, see and change status and much more!

Deploy how you want. Switchvox Cloud eliminates having to migrate to a completely new system or invest in a costly and time-consuming forklift upgrade if your company outgrows its hosted deployment. You can move seamlessly from Switchvox Cloud to on-prem (or a hybrid solution) with no change to your user experience.

You make the choice. Switchvox Cloud offers pricing plans for every company and every budget. Choose our **Unlimited plan** or go with the **Metered** option – it’s up to you and what makes the most sense for your business.

Un-matched customer experience. With 100% US-based support, Digium maintains 24x7 Customer Support for all Switchvox Cloud customers. Need on-site assistance? No problem. We will be happy to introduce you to a Switchvox Cloud partner to assist with onsite implementation.

End-to-end solution. With Switchvox Cloud, you have the option to use Digium IP phones. Engineered and designed to work with Switchvox, Digium IP phones give you robust features like status, call queue, visual voicemail apps, and visual parking lots. You can purchase the phones outright, or choose to take advantage of our rental program.

AvayaLive Connect’s service is “basic”. There are no options for CRM integration, conference calling, call recording or monitoring, reporting, call routing/queuing or faxing. **You cannot even have tollfree service with AvayaLive Connect!** Sure, the service is cheap; but you get what you pay for.

With no dashboard available for their customers, **Avaya is at a major disadvantage when it comes to quick and simple call management.** Users are limited to their desk-phones for any type of call control and there is no option to see presence or chat with co-workers.

Avaya does not offer a smooth transition from a cloud deployment to an on-prem one, and vice versa. This limits their customers to expensive upgrades if a hosted system no longer makes the most sense. Not to mention the fact that they would need to rebuild every extension, IVR and call queue from scratch!

Customer choices are limited with Avaya’s cloud offering. Only “Unlimited” is available – which is not always the best decision for a business. Metered extensions are a cost-effective choice for companies that make very few outbound calls.

Avaya offers limited customer support hours. If you have an issue that arises between the hours of 9 and 8 EST Monday through Friday, you should be able to reach someone to get the problem resolved. After-hours trouble? You’re on your own.

With AvayaLive Connect’s service, **customers have one option when it comes to phones** – the Avaya IP 1220. These low-end, basic phones are \$129 each and must come direct from Avaya when purchasing the cloud service. The IP 1220 is the *only* phone that will work with this service no way around it!



Sounds too good to be true? Schedule a live demo and see for yourself!

phonewire.com/switchvox
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