



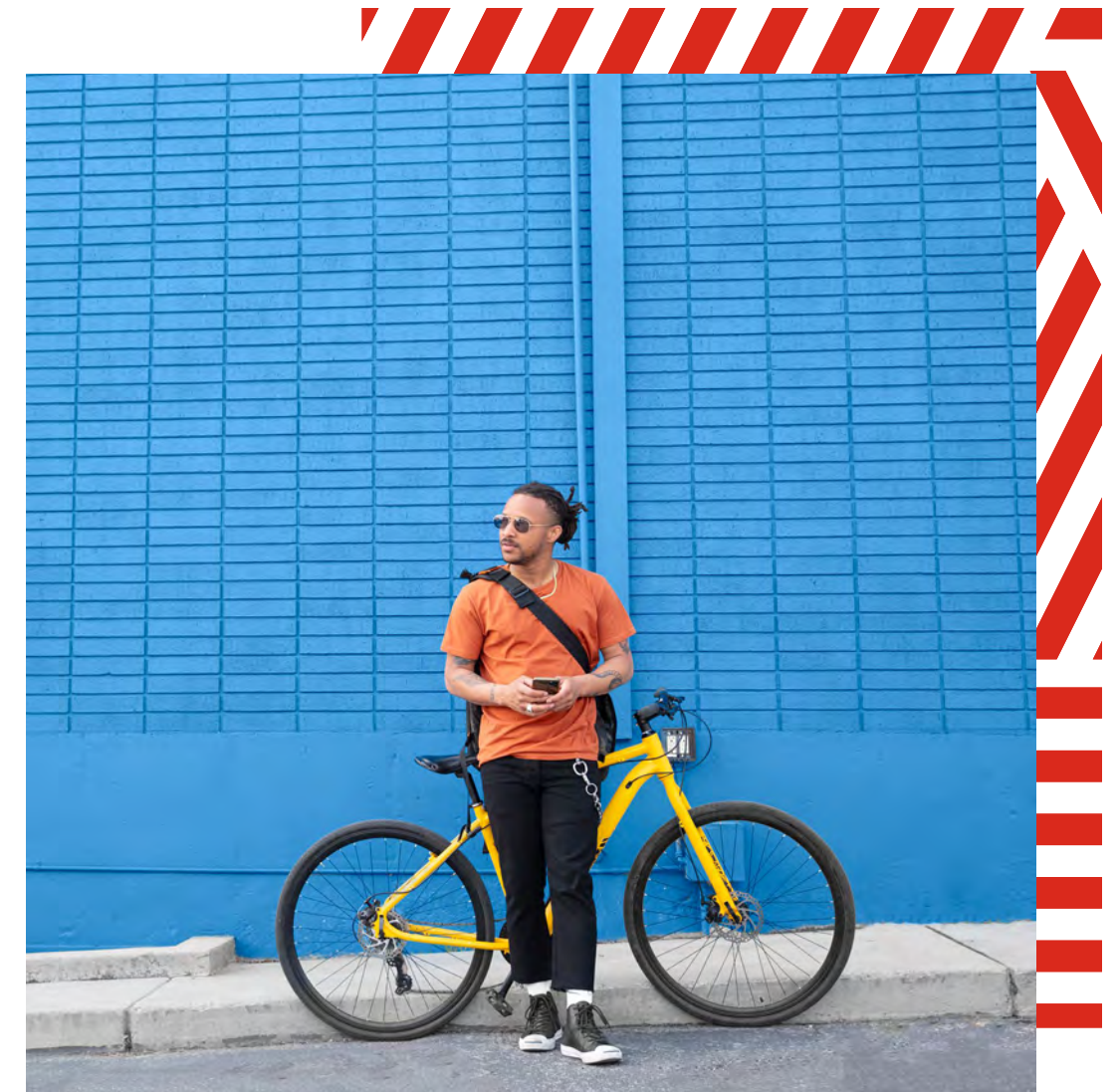
# Avaya Cloud Office<sup>®</sup> Adoption Guide

Version 1.0

**AVAYA**  
CLOUD OFFICE<sup>®</sup>  
by **RingCentral**<sup>®</sup>

# Contents

Welcome .....	3	ACO Administrator Guidance .....	25
Let's do This Together.....	4	Use Cases Element of Success .....	26
<b>Adoption Planning .....</b>	<b>5</b>	Communications Element of Success.....	28
Adoption Planning for ACO Success .....	6	Champions Element of Success .....	31
Business Drivers .....	7	Learning Support Element of Success .....	32
Project Governance.....	8	User Resources .....	33
Planning a Kick-Off Meeting.....	10	<b>Your organization.....</b>	<b>34</b>
The Elements of Success.....	11	Coming Soon Email.....	36
Timeline and Milestones .....	12	ACO Launch Email .....	37
Adoption Plan Template.....	13	Posters .....	38
Measurement .....	14	Digital Banners.....	39
Bring it all Together .....	18	Use Cases .....	40
What's Next?.....	19	Quick Start Guides.....	41
<b>The 6 Elements of Success .....</b>	<b>20</b>	How to Videos.....	42
Leadership Element of Success.....	21	How to GIFs .....	43
Technical Readiness Element of Success .....	23	Want to customize? .....	44



For your best viewing experience of this eBook, download the pdf and view it in [Adobe Acrobat Reader](#) (this is free to download).

# Welcome

We believe in helping you every step of the way in your Avaya Cloud Office journey.

In this eBook, we discuss how to get the most value out of your investment in ACO. We take you through each stage of planning, launching, and ensuring a successful adoption plan for your employees.

Every business is different. However, many of the tools and techniques we share can help any business, whatever their size, drive a truly successful adoption strategy that is aligned to your business goals.



# Let's do This Together

This eBook is designed to help you maximize adoption of Avaya Cloud Office within your company. Depending on the size of your company, you may use the materials slightly differently. However, it will be helpful during the planning and adoption of ACO for all size companies. Whether you're 1000, 100 or even 10 people, the principles are the same.

## In This Book You Will Find:

- Information to help you develop a successful ACO plan aligned to your goals
- Easy to use Quick Start Guides for your people
- Portfolio of Use Cases to answer the 'What's in it for me' question for users
- Useful hints and tips throughout to keep you on track

## Designed For You

Want to customize materials to make them your own? No problem. We've made it as easy as possible for you to customize documents. Inside you will find links to all editable files, please use these to maximize your experience and help you in a successful ACO roll-out.

Dive into the book and make your ACO roll-out a success right from the start!

# Adoption Planning



# Adoption Planning for ACO Success

Adoption planning means collecting a range of information to help you understand, plan and successfully launch ACO so that you change the way people work. For high levels of adoption, you need to have a reliable onboarding process and develop a range of content that will highlight the benefits of ACO.

Imagine where you want to be in 6 months.

A successful ACO roll-out that allows people to work in a more efficient and effective way. It didn't just happen, you planned it! You knew what you needed to achieve, expressed why it was important and involved your peers to make it inclusive.

You planned how you were going to make it happen right from the start and your Avaya CSM was always available to help.

So, let's get started!





# Business Drivers

The first step in your Avaya Cloud Office journey is to have a clear understanding of why you're deploying it.

Being clear on your business drivers will help to keep your adoption effort focused on what really matters.

It will help to sell the value to leaders, encourage employees to take part, identify compelling use cases, and measure how well you're doing. The aim is to help our leaders, peers and employees succeed and love using ACO.

Think of these questions when building a clear understanding of the business drivers behind your ACO deployment.

## What Does it Look Like Now?

1. What is the business situation you want to change?
2. What do you want it to look like for customers, employees and partners?
3. What will be the impact of the changes for your business?
4. How will the business benefit from this change?
5. Are there any possible issues that concern you?
6. Which people need to be involved to make this happen?
7. How can ACO help you get there?
8. How can we ensure the adoption of ACO makes this happen?
9. How will you know you've got there?
10. What numbers can we put against the current state?

# Project Governance

Planning is important when delivering projects of any size. It ensures it's on track, within budget and has the intended benefit for the user. Good project governance is a big part of this, getting the right team around you can set you up for success from the start. For the most successful and well-functioning team you will need expertise in communications, learning and development, leadership, and more.

In smaller companies it could mean that one person has a number of these roles and that's ok. As long as they have the availability, the skills and enthusiasm to help your ACO roll-out be a success.

To keep your adoption project on track and focused will require continual monitoring and reviewing.

Your Avaya CSM will be right beside you all the way.

## Tip

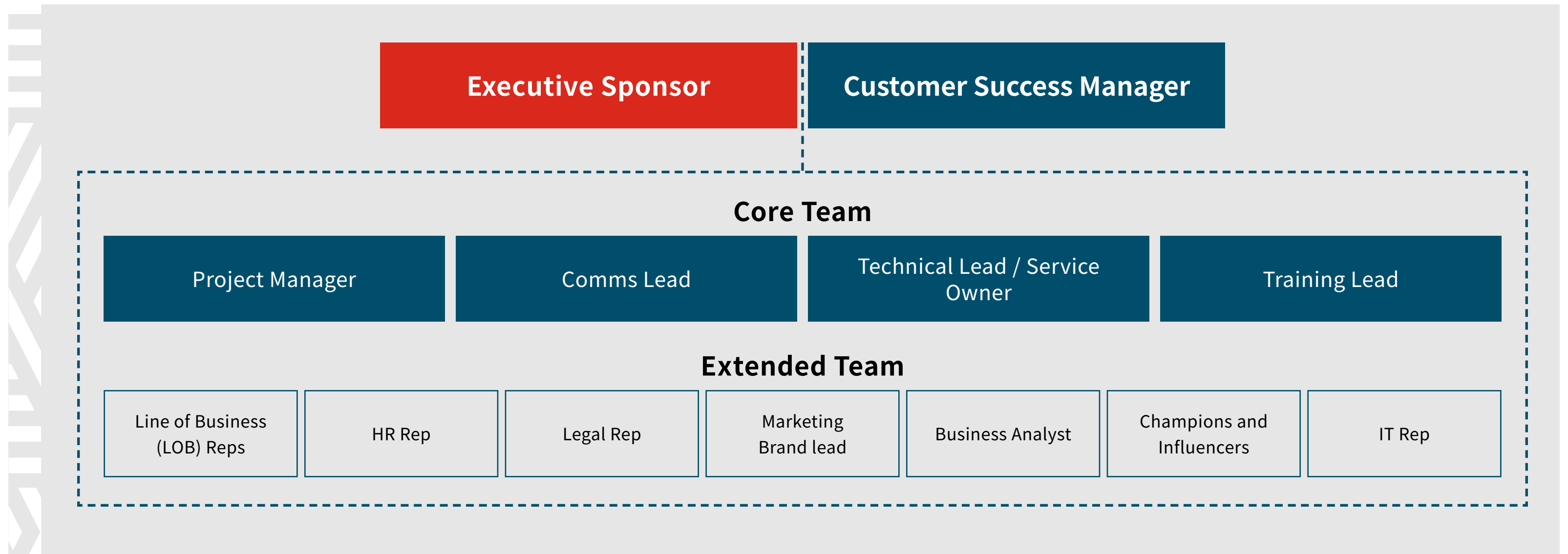
**Include all the team in the kick-off meeting. Make sure they are available between 1-3 hours depending on the size of the roll-out complexity. We'll guide you through your kick-off meeting later in the eBook.**





# A Typical Project Governance Structure for an ACO Deployment

If you are a small business the Extended Team shown may not be necessary, and it could be that one person covers many of the core team roles. Just ensure everyone fully understands the role they have and how important they are in making the roll-out a success.



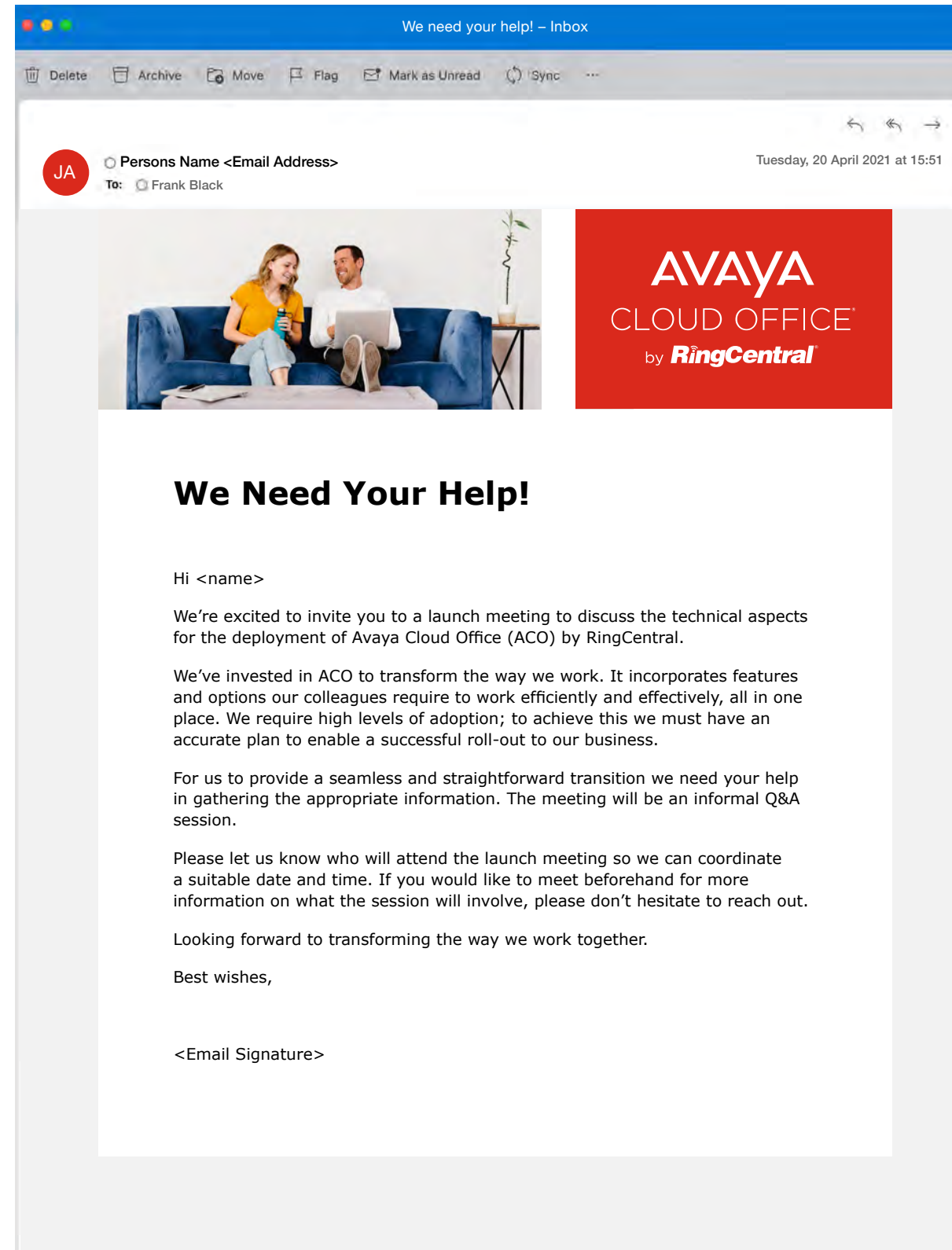
# Planning a Kick-Off Meeting

Kick-off sessions with key stakeholders are a great place to capture the operational, technical, and change process information. Discuss the business challenges their teams face and ideate how the capabilities might be applied to address them. It's a great opportunity to inform your delivery teams no matter what size they are, how to prepare and execute the launch of ACO into their business.

It doesn't matter how many people attend your kick-off meeting as long as all the necessary information is gathered for a successful roll-out.

There are six key steps to think about when planning your kick-off meeting:

1. Welcome email
2. Scheduling the kick-off meeting
3. Creating an engaging agenda
4. Sharing preparation documents
5. Defining the team and agreeing on roles and responsibilities
6. Creating the next steps and staying in touch



[Download the emails](#)

## Tip

**Don't forget to include your Avaya Customer Success Manager and your Avaya Implementation Specialist in the email.**

# The Elements of Success

These elements guide you through the ACO adoption journey from day one and beyond. Follow each element in the order that works for you to achieve the greatest success no matter what size company you are.

## Leadership

Senior people supporting the effort and leading the way. Make a plan with your senior leaders to get your business started with ACO.

## Use Cases

Understand how your business will use ACO and clearly show how everyone will benefit. Sharing relevant stories that answer, 'what's in it for me?' is the best way to get everyone on board.

## Champions

Recruit enthusiastic people in your business to help you drive ACO adoption. Empower them to go out to their teams to showcase the new way to work, lead by example, draw others into the service and share best practices.



## Technical Readiness

## Technical Readiness

Making sure ACO works, first and every time. Ensure you have all the technical resources and information you need for a successful roll-out.

## Communications

## Communications

Develop a comms plan to get the news out about the new way of working with ACO. Promote its value and show everyone the benefits of ACO and how to get started.

## Learning Support

## Learning Support

Get your teams familiar and using all ACO features with tailored support. Think about whether to use scheduled training sessions or self service materials. These include user guides, GIFs and how-to videos to get users started.



## Timeline and Milestones

So, you are now ready to plan your timeline and milestones for launching ACO.

Your plan needs to include decisions you've made, steps and tasks you and your team have considered when launching ACO to the business.

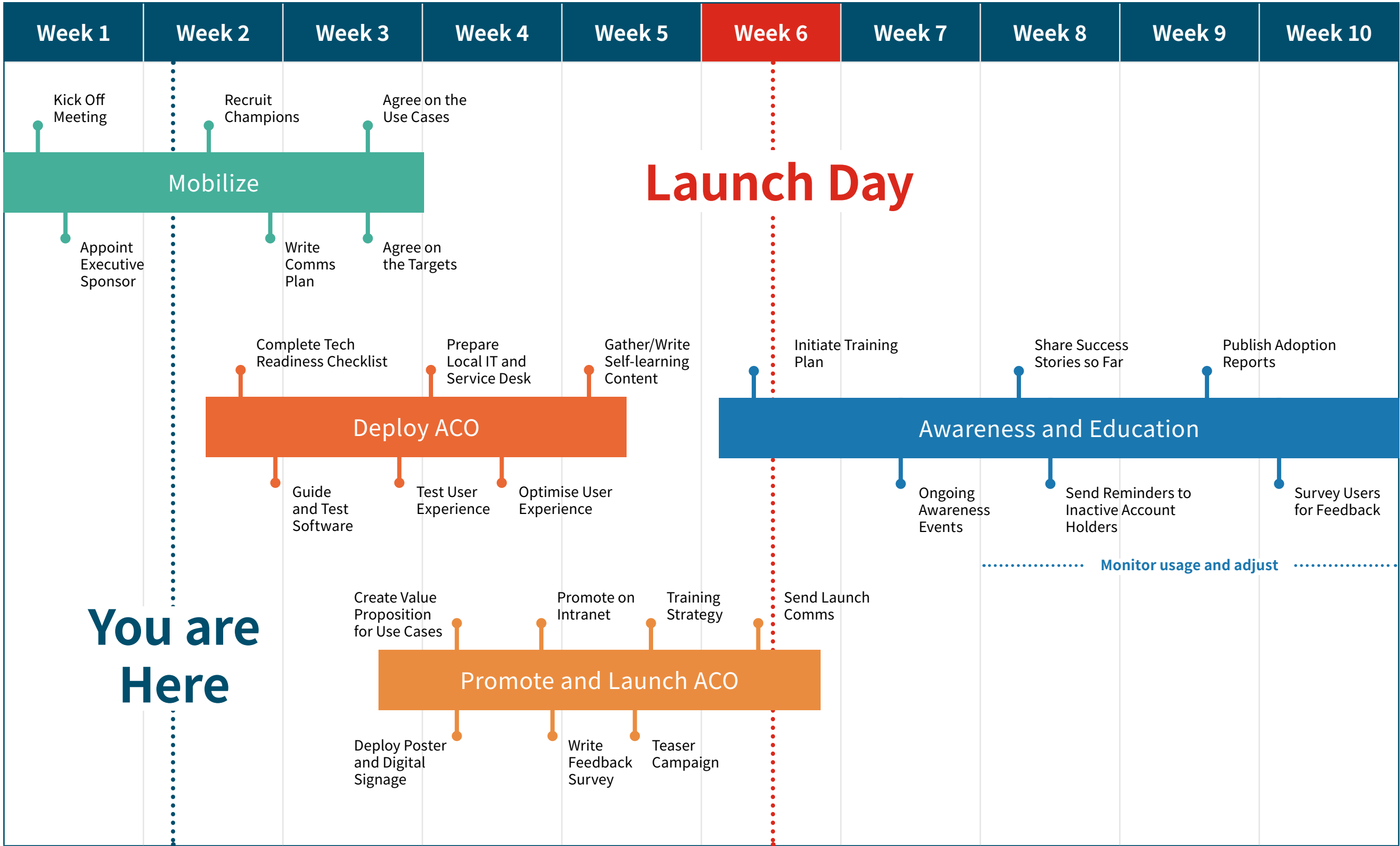
This plan will help and guide your team so they know what they must do and when.

# Adoption Plan Template

If you are a smaller business, just use what is appropriate from the plan and tailor it to meet your company's roll-out and time-scales. This template can help you think through and give you ideas for when its time to plan your own activities.

Keep in mind that the time-scale of an adoption plan will depend on the size of your company and scale of the roll-out.

Avaya will support you with CSM and Implementation Specialist support through your journey.



# Measurement

How will you know if your adoption is going well?

It is important to set targets and measures so you can check in on the success of your project regularly. It will also allow you to make changes throughout the adoption journey and demonstrate return on investment at a glance.

So be sure to set some targets and measurements to recognize and celebrate your successes.

## Measure the Success of Your ACO Services in Three Areas:



### Usage Analytics

Who is using ACO?

How often are they using ACO?



### Business Performance

How ACO is impacting productivity, quality, and cost.



### Success Stories

Stories of how ACO has been used to improve productivity and create value.

# Measurement Example 1 – Large Business

Here is an example of a measurement template. Use this or create your own to keep track of your targets and measurements.

ACO Service		Numbers of Users: 1000	
Area	What to Measure and Targets		How to Measure
Usage Analytics	By Week 8	Monthly active users: 30% Weekly active users: 15% Daily active users: 10%	Analytics and usage in ACO by analyzing Calling, Message and Video Meetings usage. Company survey in confidence in using ACO, liaise with communications team to issue survey. <b>Points to consider:</b> Are they using it in a way and level consistent with the plan? If not, who or which groups are they, so you can explore why?
	By Week 12	Monthly active users: 60% Weekly active users: 50% Daily active users: 35%	
	By Week 16	Monthly active users: 80% Weekly active users: 60% Daily active users: 45%	
Business Performance	By Week 8	Reduction in travel costs -5% Employee productivity +10%	Work with finance to benchmark travel costs and report figures monthly. Work with leaders to review employee productivity. <b>Points to consider:</b> If reduced travel was a key business goal, are you seeing the use of meetings rising to level expected. Is video part of the meeting as it's the virtual means of "Being there". Can you see the reduction in travel costs AND the corresponding increase in video meetings. Are they aligned so know your customers are not "Seeing" less of your people.
	By Week 12	Reduction in travel costs - 10% Employee productivity +20%	
	By Week 16	Reduction in travel costs -12% Employee productivity +25%	
Success Stories	By Week 8	3 stories	Brief project team and champions on importance of capturing stories. Share success stories via internal communications. <b>Points to consider:</b> If your goal was to consolidate spending on bespoke Message, Telephone and Meetings services, have you seen the traffic fall on them so can confidently "Cancel" them and realized the operational cost savings?
	By Week 12	6 stories	
	By Week 16	12 stories	

# Measurement Example 2 – Small Business

ACO Service		Numbers of Users: 100	
Area	What to Measure and Targets		How to Measure
Usage Analytics	By Week 8	Monthly active users: 65% Weekly active users: 50% Daily active users: 30%	<p>Analytics and usage in ACO by analyzing Calling, Message and Video Meetings usage. Company survey in confidence in using ACO, liaise with communications team to issue survey.</p> <p><b>Points to consider:</b> Are they using it in a way and level consistent with the plan? If not, who or which groups are they, so you can explore why?</p>
	By Week 12	Monthly active users: 80% Weekly active users: 65% Daily active users: 55%	
Business Performance	By Week 8	Initial feedback is positive, promoter rate of +80% Start process to cancel legacy telephony system. All new joiners onboarded through ACO Office footprint reduced by 10%	<p>Work with comms to survey teams to gage internal promoter rate. Track training completion. Work with HR to ensure all new joiners are onboarded through ACO. Survey new joiners to capture employee engagement rates.</p> <p><b>Points to consider:</b> Has the work life balance improved, work with internal comms to gage this. Due to people working remotely has this affected productivity speak to senior leaders to gage.</p>
	By Week 12	All teams trained on ACO remote onboarding survey is indicating high employee engagement of new joiners. Legacy telephony system cancelled. Office footprint reduced by 20%	
Success Stories	By Week 8	5 stories	<p>Brief project managers and champions to look out for and capture success stories. Work with Comms to share success stories internally.</p> <p>Incentivize the best success story shared.</p>
	By Week 12	8 stories	



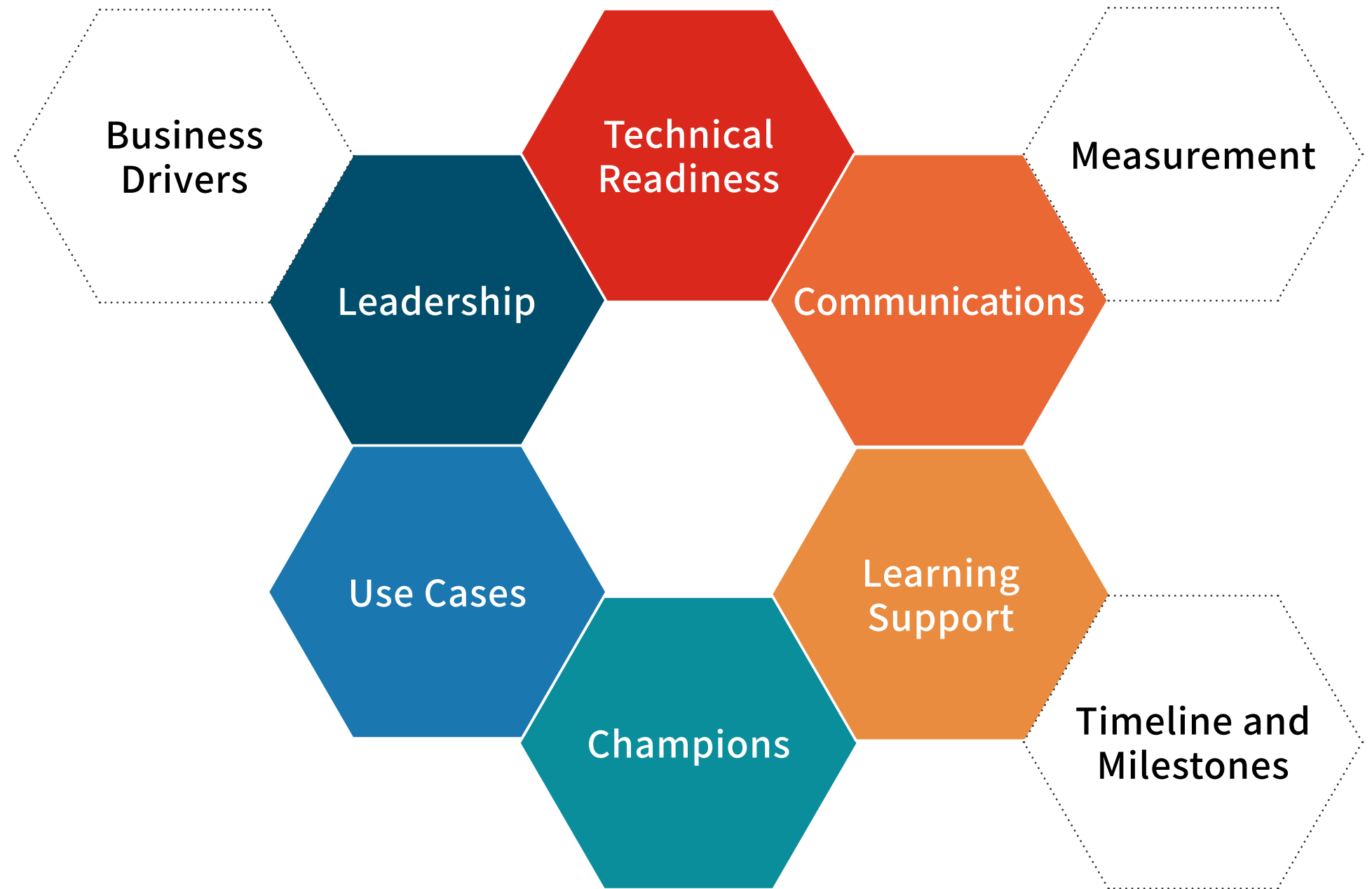
# Measurement Template

Use this to keep track of your own targets and measurements.

ACO Service		Numbers of Users:
Area	What to Measure and Targets	How to Measure
Usage Analytics	<hr/> <hr/> <hr/>	
Business Performance	<hr/> <hr/> <hr/>	
Success Stories	<hr/> <hr/> <hr/>	

# Bring it all Together

You've agreed your business drivers and you've brought together your winning team. You've created your communications plan, incorporated the Elements of Success and now you've consolidated your measurements. You're almost ready for a successful ACO roll-out.



# What's Next?

Now you need to assemble the findings from your adoption planning activities and create a report with your recommended actions and delivery plan.

For a rounded and balanced view of the ACO roll-out include:

## What are your Business Drivers?

Set out your business drivers, including what success looks like and how you will measure and track the return on investment.

## Are you supplying User Devices?

What are your plans for supplying devices? What are the challenges and actions?

## Are you providing Support for users?

What are the plans for supporting your users? What are your challenges and actions?

## What is the Communication Plan?

How will information be sent to users? What information will be sent and when?

## What does the User Population look like?

How are your users divided? Where are they located? What are the numbers and challenges identified with this?

## What are the Deployment plans?

What are the plans for deploying ACO to all users? What are your challenges and actions?

## What are the Self-service learning content requirements?

What content do users need? Who will produce it? Where can it be found?

## What is your high-level Adoption Plan?

How will you keep track of the timelines and activities?

## How will you enable remote working?

How will you support and assist remote and home working?

## How will you enable working on mobile devices?

How will you ensure security? How will you support and assist?

# The 6 Elements of Success



# Leadership Element of Success

To ensure ACO success, executive sponsorship is critical in any size business. When the senior leadership team lead from the front use ACO fully and communicate the “why?” behind the investment, employees will follow.

## Benefits of High ACO Adoption to Your Leadership Team

- ACO is a complete communication solution for calls, chat, meetings and collaboration
- Cost and time savings by reducing time to decisions
- Shorter more productive meetings
- A more engaged and connected workforce
- Enable work from anywhere
- Reduce dependency on emails
- Improve productivity

## Tip

**Give your leaders confidence using ACO by training the PA/EA community early, so they are on hand to help.**



## Begin with a Short Business Case for “Why ACO”

Draw from your business drivers document and reference key use cases or case studies relevant to your business.

## Get Them on Board Early

Help executives become familiar and confident with the platform by coaching them and providing support resources – managing incoming calls and collaborating outside of the organization are often key selling points for ACO. Provide simple steps for getting started.

## Encourage Them to Lead by Example

Encourage them to change a regular ‘in person’ meeting to an ACO video meeting. Reward good ACO practice from their teams.

# Email Template

In your email make sure to highlight the benefits that using ACO will bring to the business. Once leaders see the value to them and their teams, they can help you drive adoption in their areas.

## Tip

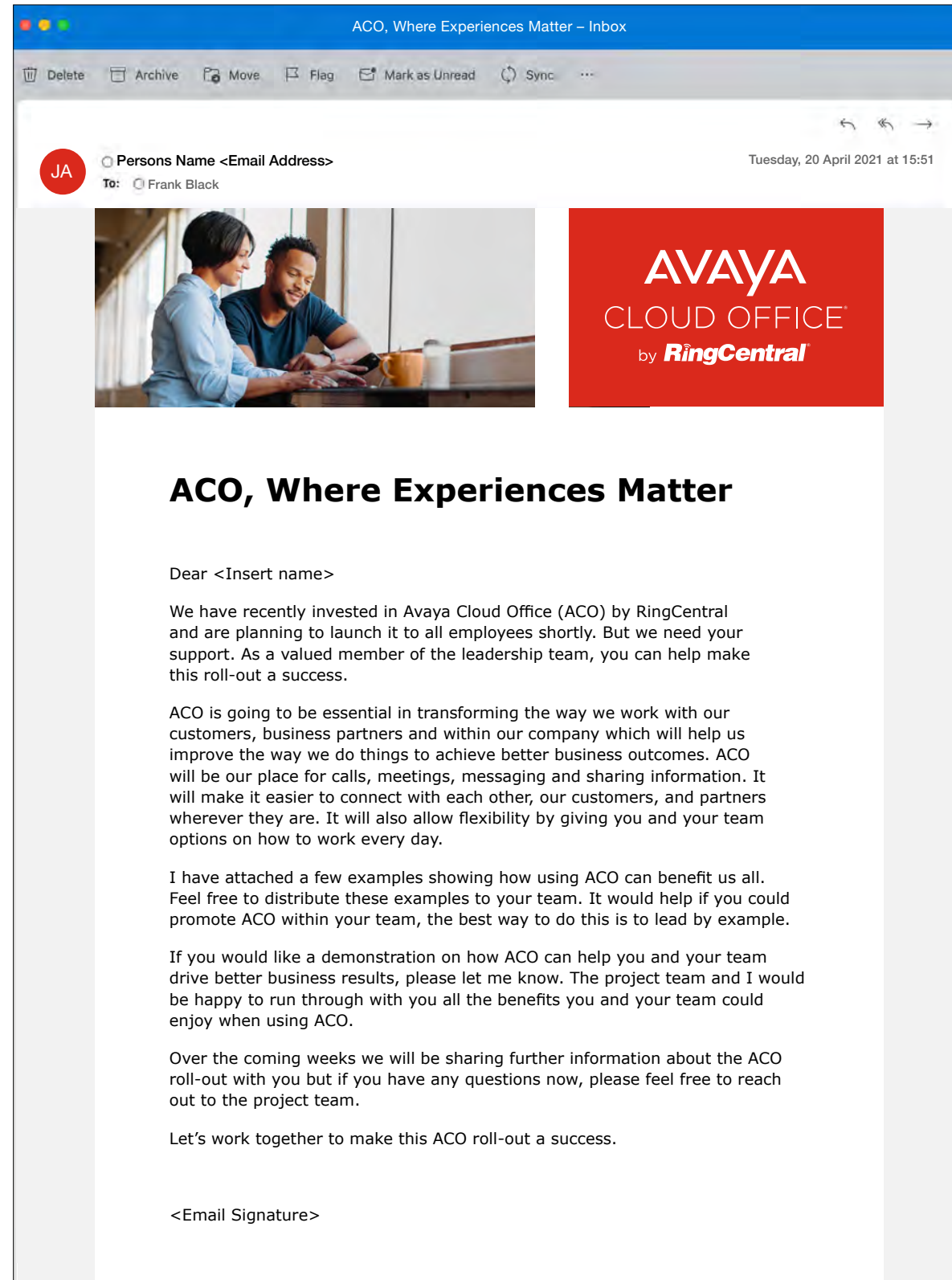
**Don't forget to attach appropriate use case examples to your email.**

### Project Sponsor to Leader

Use this email template or create your own using your business tone of voice.

Subject Line:

ACO, Where Experiences Matter



[Download the emails](#)

# Technical Readiness Element of Success

We understand that giving your organization the best ACO experience is the desired outcome from all your technical readiness activities.

There are many things that people understand is important when thinking about technical readiness. For instance, can we implement ACO with other business applications we use to provide even more benefit to our users and business?

However, there's much more to Technical Readiness than just getting the configuration right.

## Testing and User Experience

Getting these things right first time will make all the difference to your adoption project and your users. Having great products is only half of it, the rest is user experience. This means thoroughly testing from the point of view of the new user and removing any issues they could face on the way.



# Technical Readiness Discovery

There are some specific areas that need to be thought through before starting your ACO journey.

Managing your ACO licences will be different if you are a small company compared to a large organization.

Small companies tend to deploy ACO to everyone at the same time, as opposed to larger organizations who may deploy to groups of users over a period of time.

Remember to think about setting your business ACO preferences. In any size business its always important to discuss and decide if there are any features you'll enable and disable for everyone.

With your IT team, or nominated person, use these questions or create your own to prompt discussions around your organization's technical landscape.

## 1. User Communities

- How many users are getting ACO?
- Where are they based?
- How can we best divide them?  
By role, region, etc
- Is ACO replacing another service?
- Who are the biggest users?
- Is there a priority on who gets ACO first?
- What integrations might we benefit from?

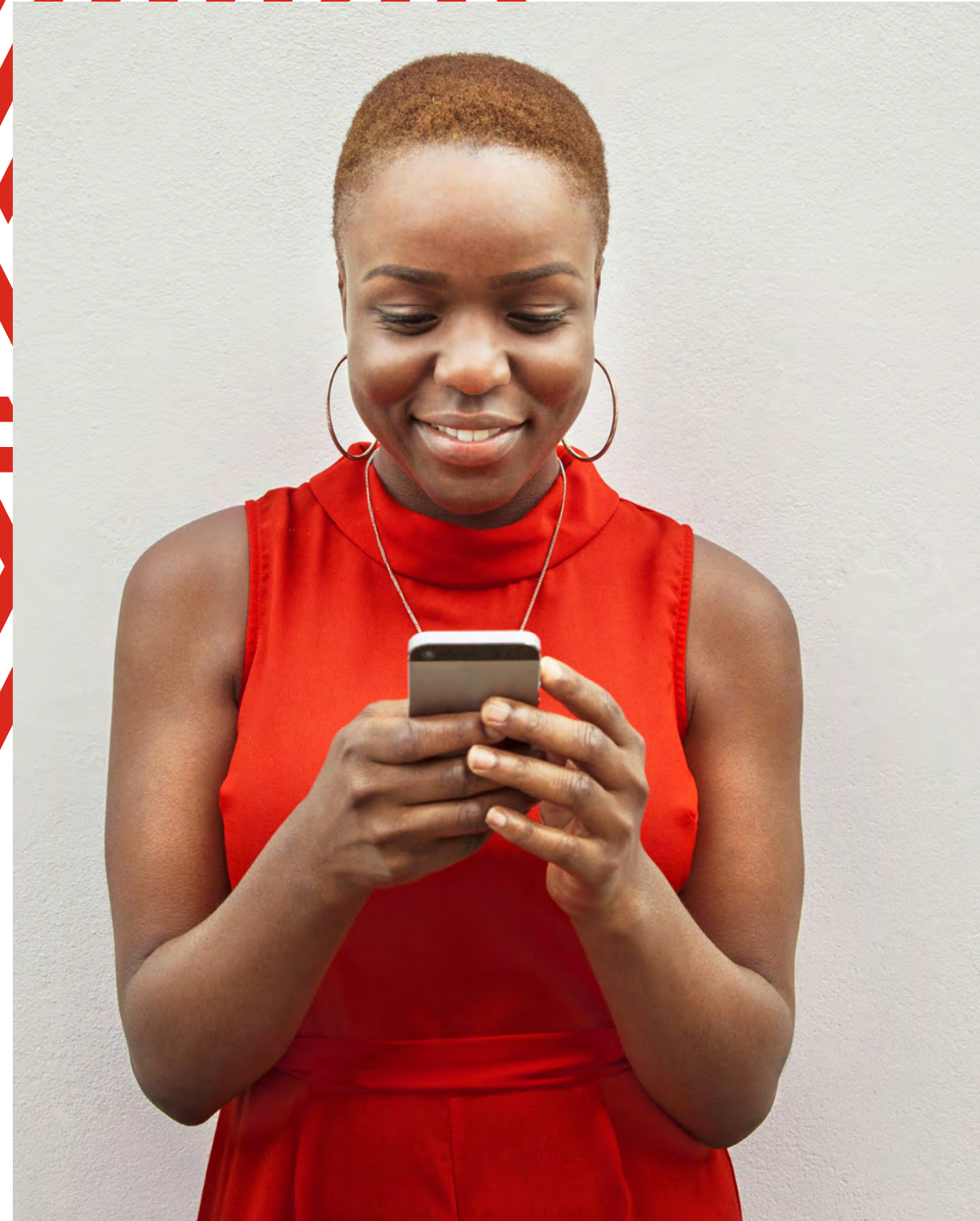
## 2. User Devices

- What % of desktop vs laptop machines are there? Are they PC or Mac?
- How many USB headsets/hands-free have been issued? Do we have enough?
- Can we purchase the required devices and send directly to users?
- Is a Mobile Device Management (MDM) system being used? If yes, how do we add the ACO application?
- Do employees have company issued mobile or tablet devices?
- Is using their own mobile device permitted for employees at work?
- Do we need to issue USB cameras for the best user experience?

## 3. Deploying ACO

- Are we manually provisioning accounts or using a directory upload?
- What is the benefit to user experience if we consolidate multiple domains?
- Are employees using any other cloud-based applications? Can we consolidate into ACO?
- Is a single sign-on service currently being used? Will users authenticate using SSO?
- Are there security implications for logging into ACO? E.g. password complexity or firewall settings?
- How will users schedule meetings? Integrate with Outlook?





# ACO Administrator Guidance

Are you the administrator for the implementation of ACO in your company?

Yes? Well, we've got you covered.

We have a library of videos specifically designed with you in mind. They will help you get comfortable and familiar with your self service administration of ACO.

Just [click here](#) to get started.

As well as the content in this eBook you and your users have further help [available here](#). Again, there are videos to watch and these are all available whenever you need them.

# Use Cases Element of Success

Use cases help you to reveal opportunities for solving your employee and business needs.

Defining use cases will help you identify areas where ACO can have maximum impact on your business. They are also useful as they will provide opportunity for the wider business to adopt ACO.

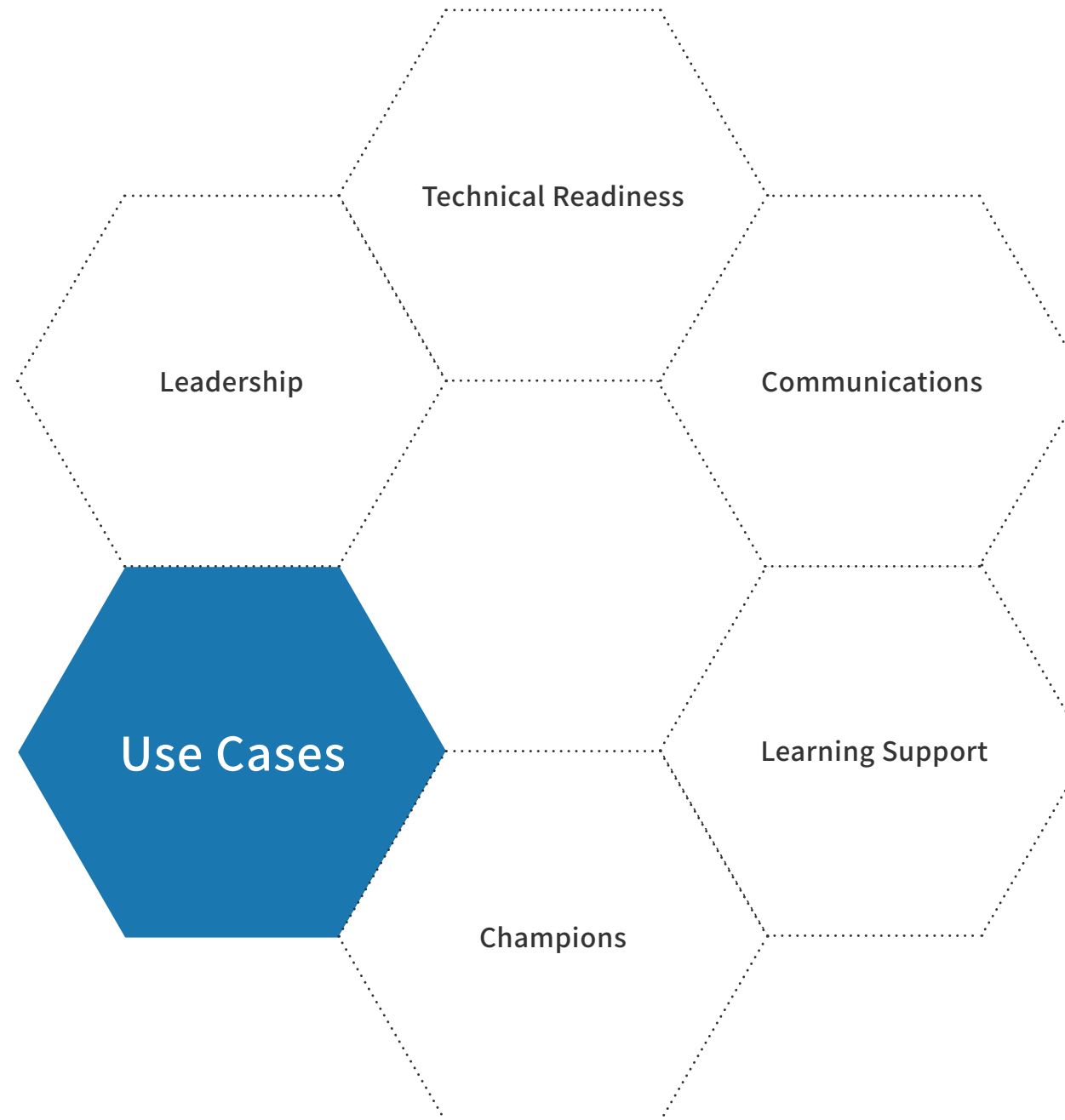
All size businesses will find it helpful to think about and create use cases before launch.

Sometimes use cases are forgotten or left until later. Thinking about these early on with your team can bring bigger successes to your overall goal.

## What Can a Use Case do?

A use case will help you focus on solutions and show users how ACO will help. The opportunities will come from the people who will be using it on a daily basis.

Identifying key use cases early and constantly reviewing throughout your ACO roll out will keep you on track and delivering success.



# Use Case Development

Interact with your leaders and managers to understand what workflows and processes could be improved.

Bring in key people to learn what use cases reflect their needs and how they work.

Spend time with people in small groups perhaps from different departments, who represent key roles and invite them to take part.

Write your own use cases or check out our use case [examples here](#)

## Don't forget to ask them:

1. Where are the pain points?
2. What is taking too long?
3. Where is quality suffering?
4. What is costing too much?

Discuss how people can work together in ACO to solve the key issues.

## Tip

**When creating use cases make sure they have a clear purpose and solve a specific problem for users.**



# Communications Element of Success

Great communication is key for successful adoption for any size business. Without it, people won't understand why you are introducing ACO or why they should use it. Having a clear communication plan before, during, and after launch is essential.

Remember, great communications are effective when a combination of different mediums are used. For example, a combination of announcements from leaders, success stories on your intranet, impactful videos, and guides to support your people through their adoption journey.

Communication plans aren't just for large global companies, they are useful for any size business. Don't worry if you don't have an internal communications team to help, you can create your own or use our simplified communications [plan here](#). Think about your ACO message and the value statement you want your colleagues to hear and include this throughout the communications you send.



## Tip

**Keep ACO at the front of minds by including your success stories in your communication plan and share with everyone.**

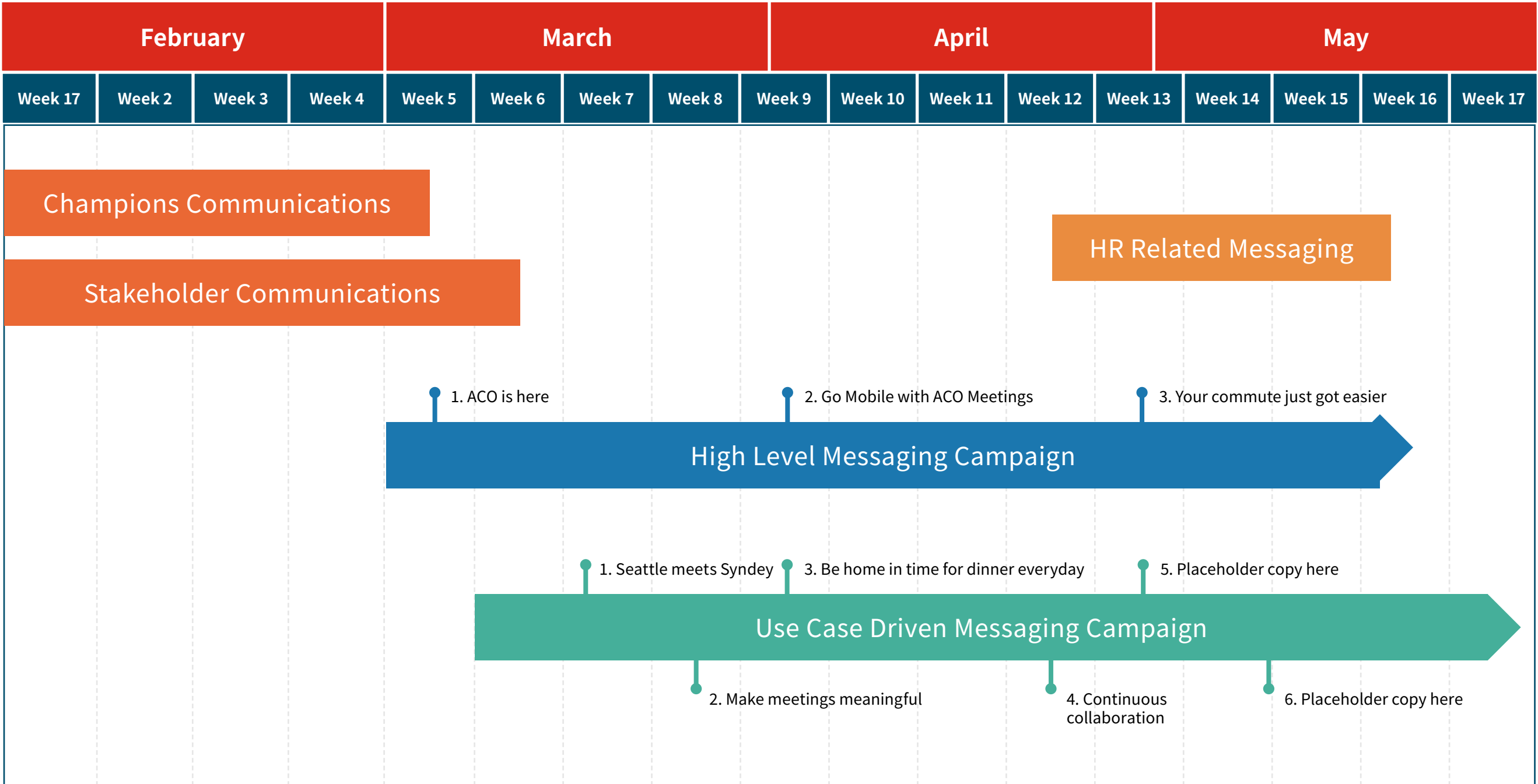
### Communicate in Different Ways!

- Posters, email, blogs, intranet and more
- Mix it up a little with a combination of announcements from leaders, impactful videos, success stories, and guides
- Attend calls, meetings and events, like on-boarding and team meetings
- Get your champions involved with on-site announcements and events
- Find a way to use ACO as a means of communicating with your leaders, managers and users

# Simple Communications Plan for Large Businesses

Here is an example communication plan for a large business. Add detailed messages to tailor what you want to deliver.

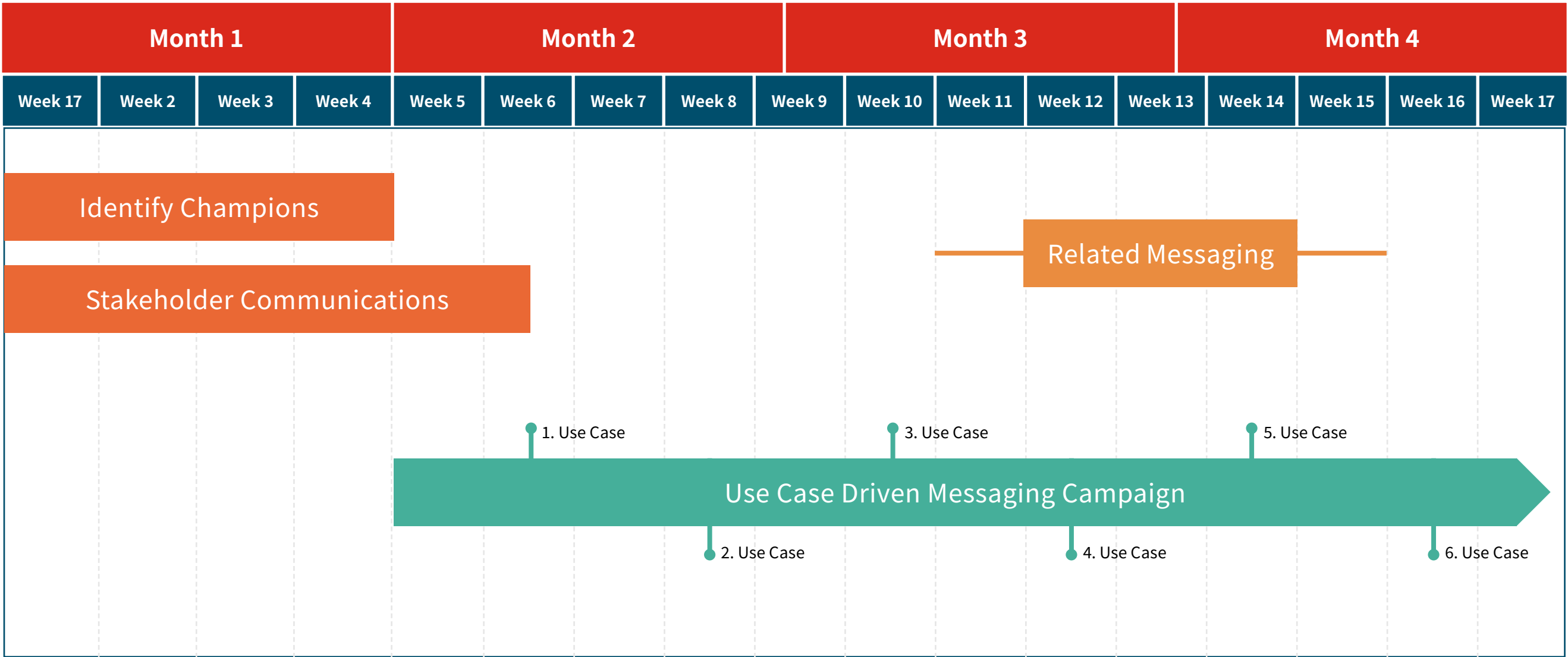
Capture the key themes of each communication along with the dates they need to go out.



# Simple Communications Plan for Small Businesses

Here is an example communication plan for a small business.

Don't forget to share your Use Cases every second week to educate and inspire your users.



# Champions Element of Success

A champions network is the key to success, you can't do it all alone. Even in a small business, having a single champion can make all the difference. Champions will not only be your early enthusiasts but also invaluable critics. They will also be your most effective communication channel to the wider business.

To achieve success, it's crucial to identify these people early on. It's important they have early access to training so that they can support the wider team.

Identifying champions may seem like an easy task. But selecting the right person or team of people will make a big difference to your adoption efforts. If you are a large company, have a good spread of champions across your organization, from a variety of roles and departments.



## Here are Some Tips for You and Your Champions:

- Host regular in-person and virtual meet-ups, to discuss how they are adopting ACO
- Ensure your champions have a place to connect with each other and yourself, so they always feel supported. It could even be an ACO room!
- Share great success stories with your champions, so they can use these to encourage others
- Always find a way to reward your champions for a job well done

## Tip

**Your champions shouldn't just be those who have experience with ACO, instead enlist those who naturally connect people around your organization.**

# Learning Support Element of Success

It's now time to get your colleagues familiar and comfortable using ACO, so they can enjoy a better way of working.

There are several ways to encourage people and give them confidence when trying ACO for the first time, these can range from scheduled training sessions, distributing user guides or highlighting a quick how-to video or GIF.

You'll need to decide who will run the ACO training sessions and who will create the user guides, videos and GIFs. It doesn't matter if it's one person or a team of people, just remember to allocate enough time to prepare and create everything you need.

Don't forget to think about who users should contact if they have any questions or issues. For smaller companies this could be one person or even a champion.

Use ACO to host your meetings with employees and to deliver training. Always remember to turn on your video for a more immersive experience.



## Successful Training Sessions

Don't forget the best training focuses on how ACO can improve the way people work. Give real-life examples and not just how to use it.

Training needs:

- Simple objectives that colleagues care about
- Clear solutions to meet those objectives
- Actions colleagues can take during and after the training that changes behavior
- Trainers who are a role model, emulating company values

## Tip

**Train your champions early so they can help spread the word within your organization.**



# User Resources

Ensure everything your users need will be right at their fingertips.

Think about your communications plan and how these can work together to give the users what they need when they need it.

Don't forget to let your users know where they can get further support if needed. You could create an ACO team for people to ask questions, give them a number to call or have your champions as the dedicated team to help.

Too much to do?

We've got you covered!

Read on to find our Quick Start Guides, Videos, GIFs and more to share with your users.





# Your organization



Now you're ready to launch Avaya Cloud Office to your people. Use the assets in this section to get your leaders on board, create awareness and get everyone excited about the ACO launch.

Don't leave anyone behind!

Everything you need for a successful ACO launch is right here.

## Tip

**Don't forget you can customize these assets if you want to put your stamp on them and make them appropriate for your company.**

# Coming Soon Email

## When to Use

It's now time to tell the business what ACO is, why we'll be using it and when it will be available. Don't forget to answer the 'what's in it for me' with your high-level value proposition in the email.

## Things to Think About

- What should the subject line be?
- What is ACO?
- Why ACO?
- When will it be available?
- Who should send the email?
- How will questions be answered and by whom?
- What should the return address be?

## Tip

**Don't forget to conduct a test run before sending the email.**



[Download the emails](#)

# ACO Launch Email

## When to Use

The launch email is where you confirm that ACO is now ready to use. Make sure you include detailed instructions on how to get started as well as where to go for help.

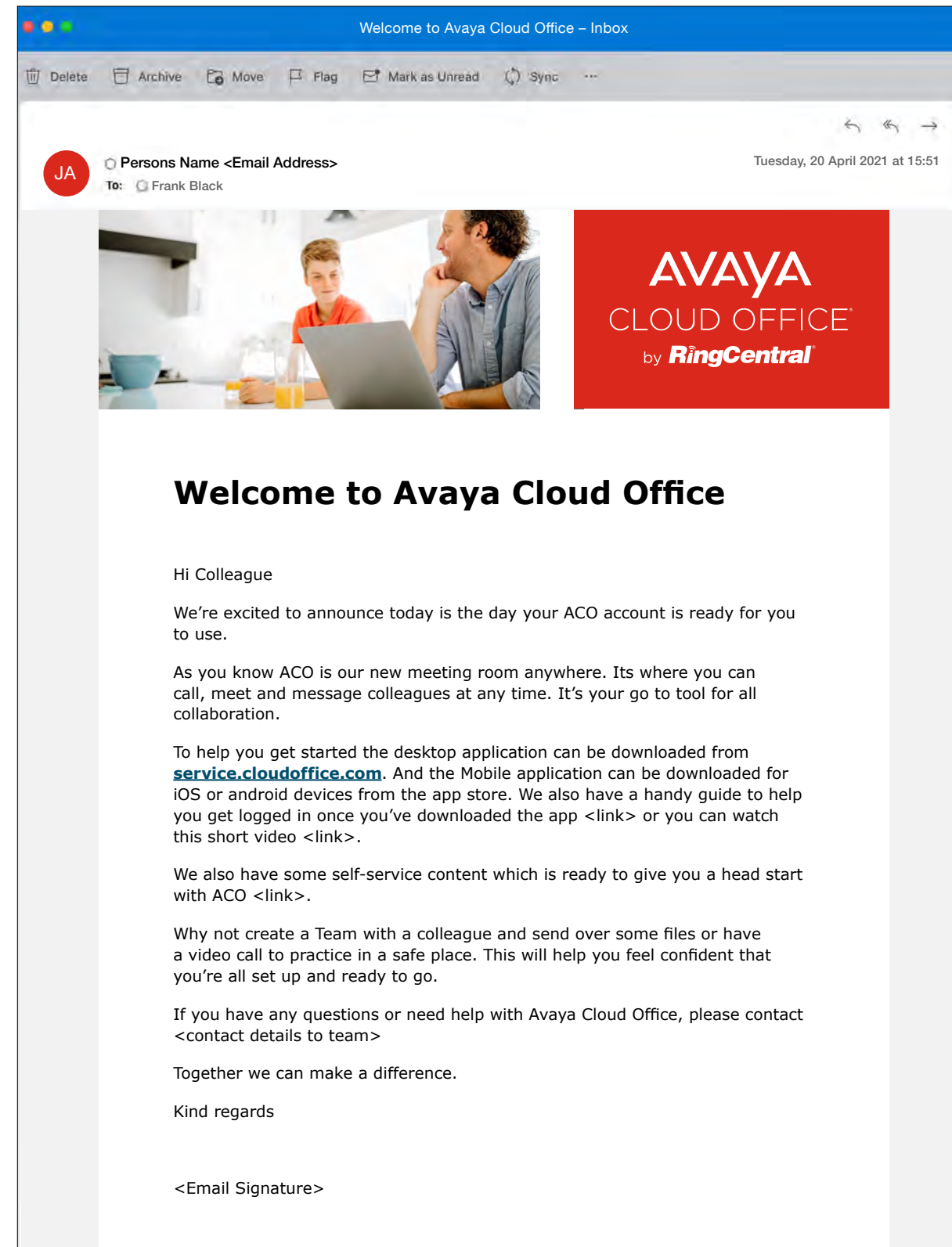
A great tip is to include links to online content instead of written instructions, so users always have access to the most up to date information.

## Things to Think About

- A friendly Introduction
- How to get started?
- Who should sign off the email?
- How to get support?
- Who should send the email?
- What should the return address be?
- Where can I locate the distribution list?

## Tip

**Don't forget to test the hyperlinks before sending out the email.**



[Download the emails](#)

# Posters

Print a poster. Put it up in the office, the restroom, the kitchen or any high footfall areas to get the word out about ACO.

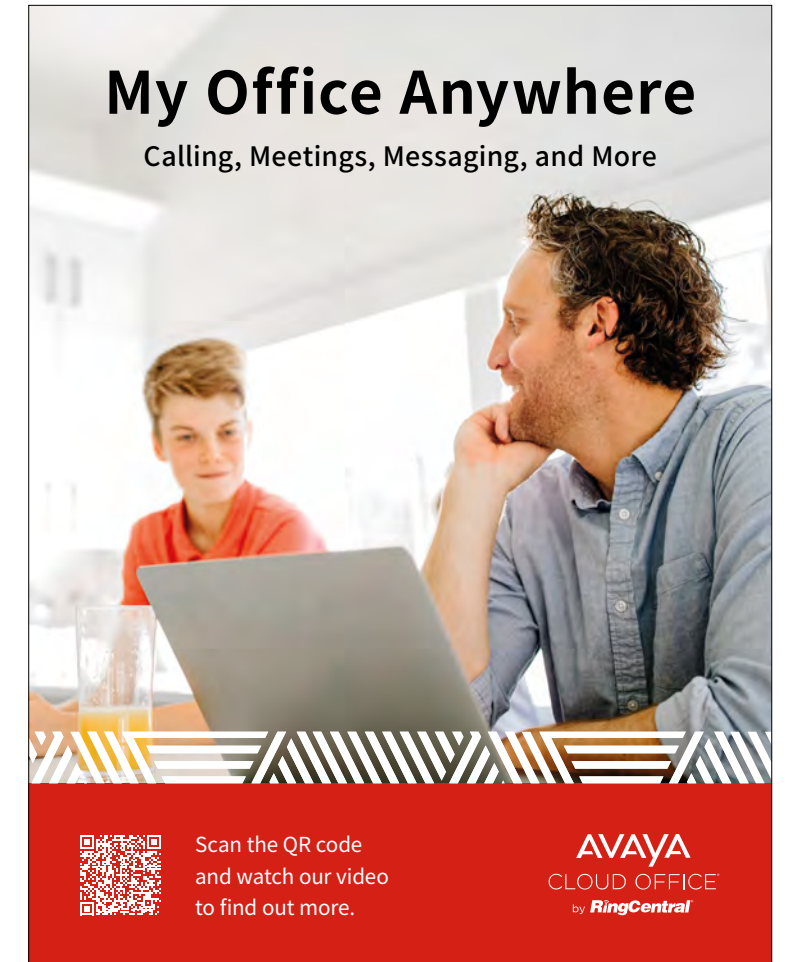
If you have any remote or mobile staff, why not share it digitally?



[Download the pdf](#)



[Download the pdf](#)



[Download the pdf](#)

# Digital Banners

If you use digital signage in your organization, use these banners to keep ACO in the forefront of peoples minds.

Need a different size? [Click here](#)



[Download the PNG](#)



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# Use Cases

We've created some inspiring use cases for you to share with colleagues, or you can create your own.

Remember to spread the word whenever you can.



### Everyone on the Same Page with ACO Video Meetings

You need to have a face-to-face meeting with a client and your project team, but you're finding it difficult to get everyone in the same room to check over roll-out plans. You've found a day that works for the client but some of your team can't make it.

**Welcome Avaya Cloud Office...**

With the ACO plug-in to your email calendar, you can quickly schedule an ACO video meeting including your team and your client wherever they are. Make sure you enable the waiting room for your participants so you can welcome everyone in.

At the start of your video meeting, don't forget to click on record so you can share this with your colleagues who aren't able to join.

During your meeting, share your screen so everyone can see your roll-out plan and gain sign off.

**Tip**  
Encourage everyone to turn their camera on in your meeting so you can all be virtually face to face.

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### Stay Organized with ACO

Working with many colleagues and clients on specific projects and tasks, where work documents and files are shared regularly, can make it difficult to quickly identify what you need. Often others would benefit from the files you've received, and you'd like to share them easily.

**Avaya Cloud Office keeps you organised**

Add your conversations into an ACO folder with a unique name, to keep related chats together. Colour code the folder to make it easier to quickly identify different topics or tasks.


Share files and work documents in ACO chat messages. Don't forget to bookmark the ones you'll need again.

Easily manage any of your bookmarked documents by sharing, renaming, or deleting the files.

**Tip**  
Keep your folders and bookmarks up to date by moving and tagging conversations, files and documents regularly.

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### ACO on the Go

Your meeting is running over, and you're stuck at your desk. You need to get to your children's school to pick them up before 3:30. You're conscious that you don't want to be late however this current meeting is important. So, what can you do?

**Avaya Cloud Office has Your Back**

ACO allows you to take the call with you, moving it from your laptop to your cell phone, seamlessly.

In your moved call did you know that you still have in call controls? You can add in additional participants, mute your line, and even record your conversation.

**Tip**  
Don't forget if you're taking your meeting into the car, use handsfree.

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### Always in Control with ACO

You're hosting a global sales meeting. It's a large group who works from different countries and different time zones, and you're concerned that people might lose focus and be distracted. You're also working from home today and you've just noticed that your background is a bit busy. You're worried about how professional this may look.

**Avaya Cloud Office has you covered**

You can join your meeting early to make sure you're prepared.


You can add a virtual background so you can ensure people are focused on you and not what's behind you. Alternatively, if you want to appear from a special place or promote your brand or products you can upload your own custom background to create the right visual impact.

In your ACO video meeting as the host you can stay in control by muting lines, changing to speaker view, locking your meeting once you've started and more. With ACO - you're in control!

**Tip**  
When scheduling your meeting don't forget to select the right settings you need before sending the invite.

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### Never Miss a Moment with ACO

The key decision maker from your customers team is running late for the meeting to close the deal and asks you to add their lawyer to represent their firm until they arrive. However, their lawyer is now in traffic headed to your office.

**Avaya Cloud Office has the answer**

The lawyer can join your meeting from their cell phone. When it's time to join you can add them to the meeting invite or conference them into the meeting.


So, the decision maker doesn't miss a minute of the discussion.

Just record the call for them, and at the end download it. Then send it out to everyone for review and follow up on any last-minute items.

**Tip**  
Share the recording with the whole team so everyone can listen to the important discussion at any time.

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### Stay Connected with ACO

You're out on client visits for the next few days but still need to stay in contact with your team and other customers. You need to join the daily team meeting at the end of the day, and you'll need to share the signed contract with the team before the meeting.

**Don't worry Avaya Cloud Office will keep you connected!**


Just download the mobile app to always stay in contact. This will give you the same features that you have on your desktop app. You will be able to join your daily meetings, chat, collaborate and share files on the go.

Simply take a photo of the contract and attach to the team chat to share the information prior to the meeting.

**Tip**  
When travelling and using your mobile to join a video meeting be careful of the background noise and mute yourself when you are not speaking.

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### Keep on Top of your Tasks with ACO

Giving your monthly progress report is becoming difficult, with time being wasted as team members have forgotten to update their tasks and trackers. These meetings have become very time consuming and always overrun.

**Avaya Cloud Office is your helping hand**

Create a task within the team space and assign them to team members. This will remind everyone to complete the necessary activities in advance of the meeting and keep the meeting on track.

You can view all the tasks you've assigned within ACO, making sure you stay on top of all activities and prepared for the meeting.

Did you know you can set up a recurring team meeting within ACO, so you'll only need to set this up once for it to be in everyone's calendars every month.

**Tip**  
There are many plug-ins in ACO to help you get work done, from apps like MailChimp, ServiceNow and many more.  
Look for the puzzle piece to find out more.

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### Building your Project Team for Success

Your new project is starting, it includes a large, dispersed team and you have lots of project documents you need to share with everyone. You need a place where conversations happen naturally and where everyone can keep up to date.

**Avaya Cloud Office has the answer**

Set up your project team in ACO, give it a unique name and add your teams value proposition to get everybody excited about kick-off. If you forget to add all your team members, no worries, you can add them later, and they will still be able to see and follow all the discussion that occurred before they arrived.

Share your project documents with your new ACO team to get everyone started. ACO is your safe place to store all your project content and a place people can refer to at any time. Need a breakout team to deal with a specific matter - no problem, create a second ACO team with just those members, but group the two using the folder option.

This is now your place to get work done, stay organized and keep the conversations going. Encourage your team to get involved and bring chats alive by using emojis and GIFs.

**Tip**  
Pin important documents for all your team to see.

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# Quick Start Guides Pack

Share with your users

## Avaya Cloud Office Applications Overview and Quick Start Guides

- Overview..... 2
- Logging Into ACO Desktop App for the First Time..... 3
- Setting up Your Profile in the Desktop App..... 4
- Get started with the Desktop App..... 5
- Logging Into the Phone App for the First Time ..... 6
- Getting Started with the Phone App ..... 7
- Your Heads Up Display (HUD) in the Phone App..... 8
- Getting Started with the Mobile App..... 9

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### Overview

To help you get the most out of your Avaya Cloud Office, there are different applications that you can choose from. You don't need to use them all. Just choose the ones best suited to you.

Avaya Cloud Office Service Web	Features	Benefits
To access the ACO Service Web go to Service: <a href="http://cloudoffice.avaya.com">cloudoffice.avaya.com</a> . You will need to go there when you first start with ACO.	Make and receive calls, set up conference meetings, send fax messages, ACO applications. Manage your registered emergency location.	Admin users have access to download other ACO applications. Manage your registered emergency location.

Desktop Application	Features	Benefits
The Desktop application can be downloaded from <a href="http://service.cloudoffice.com">service.cloudoffice.com</a> . It will provide you access to the main features with ACO in an easy-to-use interface.	Voice and video calling, messaging, and voicemail. Enables collaboration with people inside and outside of your organization. Scheduling and joining meetings and more.	Easy to use interface. Great for collaborating with anyone by scheduling meetings, messaging, file sharing and setting tasks. On demand voice and video call recording.

Phone Application	Features	Benefits
The Phone application can be downloaded from <a href="http://service.cloudoffice.com">service.cloudoffice.com</a> . It will provide you access to the voice calling features of ACO only.	Voice calling, on demand call recording, voicemail, join scheduled meetings and the Heads Up Display (HUD).	Easy to use. HUD for easy view of selected people's availability status. See all your contacts in one place.

Mobile Application
The Mobile application can be downloaded for iOS or android devices from the app store. It will give you all the same great features and benefits of the ACO Desktop application on your cell phone.

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### Logging Into ACO Desktop App for the First Time

You will receive an email from Avaya Cloud Office containing a link that you will need to click on to log into ACO

#### Logging in

- Click on 'Set up Account' within the received email.
- Create your new password, PIN and security question.
- Click 'Continue'.
- Complete your Emergency calling registered location.
- Read through the important information. To continue, click 'Agree and Continue'.
- Click 'Done' to the confirmation screen.

#### Downloading the Desktop App

We recommend that you download the ACO desktop app to receive the best experience.

- Once you have set up your ACO account, ensure you are viewing 'My extension' - you can change this from the dropdown list.
- Click 'More'.
- Click 'Apps and Resources'.
- Select 'Desktop Apps'.
- Once the download is complete, click on 'Open file'.
- This will complete the installation. You will see the Avaya Cloud Office icon now on your desktop.

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### Setting up Your Profile in the Desktop App

Make sure people can see your picture so they can put a face to a name!

- Click on the profile at the top right.
- Click on 'View Profile'.
- Move your mouse over the profile image, click on the edit icon.
- Select a new profile image and click on 'open'.
- Zoom in or out of your image and once you are happy with it, click on 'Done'.
- Your profile picture will have now been set.
- You are able to change other information such as how your name is displayed and location by clicking on the 'edit icon' on the profile screen.
- Edit the information required and click on 'Save'.

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### Get started with the Desktop App

Use ACO for making calls, Sending messages and Joining meetings

#### Make a Call

- Click on the 'Dial Pad' icon at the top of the screen.
- Type the number you wish to call into the dialing pad.
- Click the Green phone button.

#### Send a Message

Send messages to your colleagues or anyone else using ACO. If the recipient doesn't have the app, they will be sent a message inviting them to join the app so they can start communicating with you.

- Click on the '+' at the top of the screen.
- Select 'Send Message'.

#### Schedule a Meeting

- Click 'New actions'.
- Select 'Schedule a video meeting'.
- Fill in your meeting details.
- Click 'Schedule'.
- This will open your chosen calendar, change time/date and invite details if required.
- Send the invite.

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### Logging Into the Phone App for the First Time

The Avaya Cloud Office phone app sits on your desktop enabling you to make calls, hold conference meetings, send text & fax messages

Once you have downloaded the phone app from [service.cloudoffice.avaya.com](http://service.cloudoffice.avaya.com) follow these steps to log in:

- Click on 'Sign in'.
- Select which credentials you wish to log in with and enter the relevant details where prompted.
- You will see a series of prompts that will guide you through the key features of your ACO Phone App. Click on 'Skip' or 'Next' to move through these.
- Set your region.
- Click on 'Accept'.

TIP: You can sign in with your Avaya Cloud office phone number, email address, Google account or single sign on if it's been enabled.

TIP: Moving your cursor over each icon will show you what they are, this is helpful when navigating around for the first time.

You are now logged in and ready to use your ACO Phone App.

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### Get Started with the Phone App

Use the ACO Phone App for making calls, picking up voicemail and joining meetings

#### Making a Call

- Click the 'Dialpad'.
- Click the '+' to make a call to a chosen contact or dial the number on the Dialpad to use for that call.
- Press the 'call' button.

TIP: You can click on the Dialpad or type to enter the number.

TIP: You can redial the last number called by pressing the call button twice.

#### Join Meetings

- Click the 'Join now' icon.
- Click the 'Enable' button.
- Select the drop down to pick which calendar to sync.
- Select what you would like to sync.
- Close this window to return to the Phone App.
- Your calendar is now synced. Join meetings by selecting the event and clicking on the joining link.

#### Voicemail

- Click 'messages'.
- You can select any message from this 'All' section.
- Click on 'Voice' to access all voice messages.
- Click on the voice message.
- You can read the transcript to the voice message or click on 'play' to listen to the message.

TIP: You can click on the 'information' icon to view voice message details.

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### Your Heads Up Display (HUD) in the Phone App

The HUD allows you to display a list of company contacts giving you the ability to see their presence information as well as allowing you to easily communicate with them

- Click the 'settings' icon.
- Click 'Calls'.
- Click the slide button to turn on the HUD.
- Close the settings screen.
- Click the 'Heads Up Display' icon.
- Click 'Create'.
- Search for the contacts you wish to have in your Heads Up Display.
- Select the contact.
- Click on the 'Add' button.

TIP: Add everyone you would like to have in the HUD. You can drag and drop the contacts so they appear in your preferred order. Make sure you click on 'save' once you have finished.

TIP: You will know it's active when the slide button is red.

#### Editing Your HUD

- If you need to edit the contacts in your HUD go back into HUD.
- Click 'edit'.
- To remove any contact, click 'delete'.
- To add additional contacts, click on 'add'.
- Follow steps 7 - 9 to add users.

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### Get Started with the Mobile App

Make your office mobile by downloading the Avaya Cloud Office app for free on your Android or Apple device

#### Getting Signed in

- Go to your app store and search for 'Avaya Cloud Office' to install the app.
- Click 'Sign in'.
- Enter your email or phone number and press 'Next'.
- Enter your password and select 'Sign in'.
- Read the Emergency services information and select 'OK'.

TIP: When you first log in, ACO will provide you quick options to get you started to send a message, start a video meeting and make a call. You can skip this if you want to and this will take you into the main screen.

#### Make a Call

- Click on the 'Phone' icon.
- Type the persons name or number and select 'call'.

#### Schedule a Meeting

- Click the 'video' icon.
- Click 'Schedule'.
- Put in all the meeting details such as title, time/date and meeting settings.
- Press the arrow.
- Check through the event details and click on the 'tick'.

#### Send a Message

- Click on the 'message' icon.
- Type in the persons name or email address.
- Type your message and press 'send'.

TIP: You can send anyone a message with ACO even if they are outside of your organization.

TIP: You can edit your messages or quote any message by clicking on the icons.

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# How to Videos



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[Watch the video](#)



[Watch the video](#)



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# How to Short Videos

We've created some short videos for you to share with colleagues. Embed videos in emails, your intranet or any other communication.

1. [ACO Desktop App Voicemail](#)
2. [ACO Desktop App Setting up Your Profile](#)
3. [ACO Desktop App Sending a Message](#)
4. [ACO Desktop App Message Sending a Fax](#)
5. [ACO Desktop App Searching](#)
6. [ACO Desktop App Schedule Meetings](#)
7. [ACO Desktop App Making a Call](#)
8. [ACO Desktop App Joining a Meeting](#)
9. [ACO Desktop App Create a Task](#)
10. [ACO Desktop App Bookmarking](#)
11. [ACO Phone App Setting up the HUD](#)
12. [ACO Phone App Joining a Meeting](#)
13. [ACO Phone App Incoming Call Management](#)

# Want to customize?

Rebrand or edit the assets to reflect your businesses voice and branding, by clicking on the [link here](#)

Please make sure you are working from the latest Avaya Cloud Office Adoption Guidance version. This is constantly being updated and improved. You can check your version number by [visiting our site](#)



**Thank You for Reading our Avaya Cloud  
Office Adoption Guidance**