bti buoyant technologies

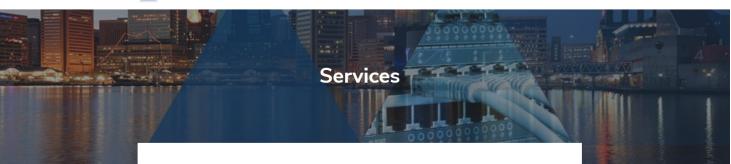HOME   SERVICES   SOLUTIONS   ABOUT   CONTACT

Services

Telephone systems have become increasingly complex as Voice & Data Networks have become more closely integrated. At Buoyant Technologies, Inc. (BTI), our role is to help take some of the complexity out of the implementation of Unified Communications systems.

Bouyant Services Include:

☏ Avaya PBX   ✉ Avaya Messaging   💼 Project Management   🎓 Training

AVAYA PBX

Buoyant Technologies, Inc. (BTI) is a full-service Telephony Professional Services business specialized in the implementation of the Avaya Aura Communication Manager platform.

Whether you are deploying a single site or an entire enterprise-wide PBX solution, BTI's team of System Engineers and Technicians can support the configuration, programing and physical implementation of system components.

The BTI team employs a structured approach to implementation projects. We collaborate with Business Partners and the end-user community to minimize downtime, utilize best practices and delivery successful project outcomes.

Areas of Specialty Include:

The Avaya Aura Platform, Including:	Avaya Messaging Solutions, Including:	Avaya Applications, Including:	Avaya Gateways & Endpoints:
⊙ Communication Manager	⊙ Avaya Messaging (Esna, IXM, Officelinx)	⊙ DevConnect Applications	⊙ G650, G430, G450
⊙ System Manager	⊙ Avaya Aura Messaging	⊙ Contact Center Routing & CMS	⊙ J-Series IP Phones
⊙ Session Manager		⊙ Interactive Voice Response (IVR) Systems	⊙ 9600-series IP Phones
⊙ Session Border Controller		⊙ Secure Access Link (SAL)	⊙ One-X Softphones
⊙ Application Enablement Services			⊙ 9500/9400-series Digital Phones
⊙ Virtual Platforms			⊙ Analog Devices

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Avaya Messaging

In today's business environment, basic voice messaging has given way to Unified Messaging, where users can go to one place to retrieve all their messages regardless of media.

Avaya's messaging application (Avaya Messaging) can address the multimedia challenge by delivering voice & fax messages to the user's e-mail inbox for easy management. Optional transcription services available in Avaya Messaging can transcribe those voice messages into easy-to-read text delivered to your inbox. Mobile workers can have messages converted to speech and spoken back to them.

BTI takes some of the complexity out of building these advanced applications through a proprietary toolkit that allows data from legacy messaging systems to be migrated to Avaya Messaging including user names, extensions, passwords and in some case actual recorded messages.

BTI Messaging implementation services assist in minimizing project risks and helping business reap the benefits of true Unified Messaging.

Areas of Specialty Include:

System Build-out:	Integrations:	Subscriber Build:	Solutions:
⊙ Single Server	⊙ Outlook	⊙ Automated Attendants	⊙ Migration Services

⊙ High Availability   ⊙ Gmail   ⊙ User Mailboxes   Read More >>

⊙ Redundant Systems   Interactive Voice
                                                                              Response (IVR)
⊙ Physical or Virtual Server
   Deployments   Read More >>

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PROJECT MANAGEMENT

As telephony solutions become more intricate, so do the implementation projects. To build a full solution, the client team, re-sellers and other solution vendors need to partner seamlessly to achieve the overall project goals.

BTI delivers Project Management expertise to pull divergent teams together and keep everyone working toward the common goal of a successful project.

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TRAINING

As new Voice & Messaging applications are introduced to a business it is important to raise the new system users and administrators comfort level with their new systems as quickly as possible so that they can begin to enjoy the benefits of their investment in new technology.

The goal for **BTI Training Services** is to provide detailed instruction that takes away any anxiety that users may feel about their new voice & messaging systems and replace that feeling with confidence. Comprehensive training is also important to the people who will management the day-to-day administration of these new applications. These System Administrators require an in-depth understanding of how their new applications are configured today and how they can make the changes in the future as the needs of the business change.

BTI delivers training in the method that best suits the people that need it. Whether that is Instructor-led training in a classroom environment, remote web-meeting or custom-built video content.

The course curriculum and the documentation that is left behind can be custom designed to emphasize key system features with the goal of increasing user productivity.

Help When You Need It

BTI offers comprehensive training videos for our partners and clients to utilize in addition to the on-site training they receive.

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