

Telesavers Incorporated

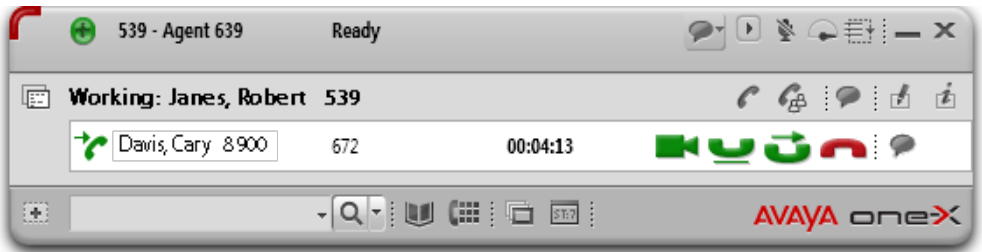
Thoughtful Solutions that address your needs. Avaya Certified Specialist since 1982...
 one-X® Agent is the leading 4th Generation Contact Center Productivity tool!

NEW! Resources!

- [AURA - CM r 6.2](#)
- [Partner ACS Updates](#)
- [one-X Agent **NEW!**](#)
- [one-X Desktop](#)
- [one-X Mobility](#)
- [one-X Portal](#)
- [User Guides](#)
- [Guides for Dummies](#)
- [Messaging **NEW!**](#)
- [Conference Bridges](#)
- [Wireless Phones](#)



■ one-X Agent



- **one-x Agent** is the latest in Avaya's IP Softphone applications. **one-X Agent** brings the ultimate flexibility to the Contact Center. **What is one-X?** one-X is Avaya's Suite of productivity **communication** products for the **Desktop**, **Contact Center** and your **Mobility** {spelled FREEDOM!}. **one-X Agent** is used as a standalone Application in the **Contact Center**, in tandem with **one-X desktop** **Telsets** and especially. for **Contact Center Agents working from home** in numerous configuration possibilities.

one-X Agent Documents and Software are now on this Page!!!

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■ Documents and Software - one-X Agent r2.5

- [one-X® Agent 2.5 Release Notes ? 6-2011](#)
- [one-X® Agent Active Directory Platforms ? 10-2011](#)
- [one-X® Agent Communication Manager Administration ? 6-2011](#)
- [one-X® Agent Installing and Configuring ? 3-2011](#)
- [one-X® Agent Installing Server Applications ? 6-2011](#)
- [one-X® Agent Maintenance and Troubleshooting ? 6-2011](#)
- [one-X® Agent Migrating Applications from 2.0 to 2.5 ? 6-2011](#)
- [one-X® Agent Overview ? 6-2011](#)
- [one-X® Agent Port Settings ? 6-2011](#)
- [one-X® Agent Quick Reference Card ? 11-2009](#)
- [one-X® Agent Users Guide ? 11-2009](#)
- [one-X® Agent with Central Management ? 6-2011](#)
- [one-X® Agent at Home ? 9-2009](#)
- [one-X® Agent Library {.zip} ? 6-2011](#)
- [one-X® Agent Documents {ISO} ? 1-2012](#)
- [one-X® Agent Software 2.5 {.zip} ? 6-2011 **New**](#)
- [one-X® Agent Central Management Software 2.5 {.zip} ? 6-2011 **New**](#)

■ Key Benefits - one-X Agent r2.5

Microsoft Certified
Solution Provider



POLYCOM

SpectraLink
Wireless@work

AVAYA
one-X

Get Acrobat
Adobe Reader

- Seamless Integration of Real Time Call Control Information
- View Call Routing Information on-the-fly

New Features - one-X Agent r2.5

New *New Features of one-X Agent*

- Closer Integration between the Contact Center Applications and the Desktop
- Available Central management of one-X Agents

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