



Avaya one-X

Review From A Customer



From IT Central Station, the leading review site for enterprise technology solutions.

Review by a Real User

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Kari Flor

Manager, Telecommunications at a comms service provider with 1,001-5,000 employees

WHAT IS OUR PRIMARY USE CASE?

one-X Communicator (aka softphone on computer) has enabled employees to work from anywhere, and have their desk phone with them, as long as they have a headset. We also use one-X Mobile for tech support and sales force employees.

HOW HAS IT HELPED MY ORGANIZATION?

one-X Communicator and one-X Mobile applications have assisted the organization in receiving higher work/life balance scores by enabling employees to work from home, office and avoiding long commutes. Scores have improved year over year for the past two years, and more and more employees take advantage of the apps.

WHAT IS MOST VALUABLE?

one-X Mobile allows users to be on the move and still provide them with the ability to answer their desk phone.

WHAT NEEDS IMPROVEMENT?

one-X Mobile employees don't like that when they make a call from their mobile device using the app, the system calls them back before actually placing the call, they would like the call to just "go" out.

FOR HOW LONG HAVE I USED THE SOLUTION?

More than five years.

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