

## AVAYA CLOUD OFFICE QUICK GUIDE | AUTOMATED RINGEX APP

# Music On Hold for Avaya Cloud Office

Automate supported call queue music and messages in Avaya Cloud Office by RingCentral with the Easy On Hold RingEX app - no recurring manual uploads.

## Connect and automate your queues

- 1 Open the integration**  
In the Easy On Hold portal, go to Settings > Integrations > Browse Integrations and select RingCentral.
- 2 Authorize Avaya Cloud Office**  
Follow the prompts using an administrator account with access to the call queues you want to manage.
- 3 Match streams to queues**  
Available queues appear beside your Easy On Hold content streams. Assign the right stream to each queue.
- 4 Schedule and test**  
Schedule content by time, day or date range. Place test calls and confirm the intended audio before rollout.

## Expert setup notes

### Use an administrator account:

Authorization requires access to the queues you intend to manage. Easy On Hold does not require your account password.

### Confirm queue eligibility:

The automated workflow applies to supported Avaya Cloud Office call queue audio. Other user or system audio settings may still require administration in ACO.

### Test every queue:

Verify timing, volume and message order through the real caller path before enabling scheduled campaigns.

### Know the platform distinction:

This guide is for Avaya Cloud Office by RingCentral, not Communication Manager, Aura or another on-premises Avaya system.

## Why use the RingEX app?

### AUTOMATIC AUDIO REFRESH

Keep queue content current without repetitive uploads.

- The app refreshes assigned queue audio automatically.
- Schedule messages for specific days, times or campaigns.

### STREAM-TO-QUEUE MATCHING

Give each department or location the right content.

- Assign different Easy On Hold streams to different queues.
- Manage changes from the Easy On Hold customer portal.

### BUILT ON RINGCENTRAL

ACO uses RingCentral technology and a familiar workflow.

- The RingEX app provides the supported integration path.
- Branding, licensing and available features may vary by account.

## Make every second on hold work harder.

Easy On Hold®, the Music On Hold Experts®, combines licensed music, professionally produced messages and automated RingEX app updates to keep Avaya Cloud Office queue audio current.

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