

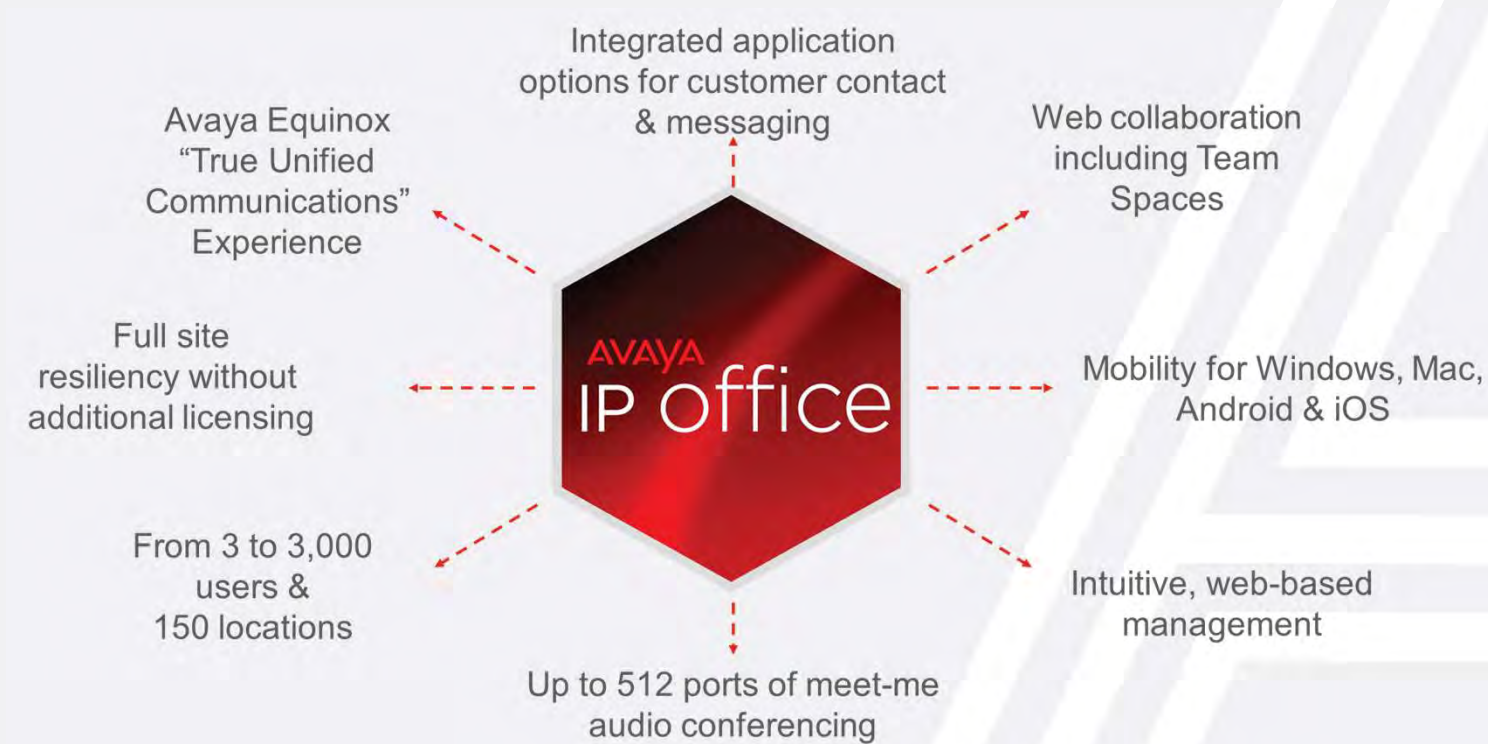


Experiences That Matter

Julia Navarro

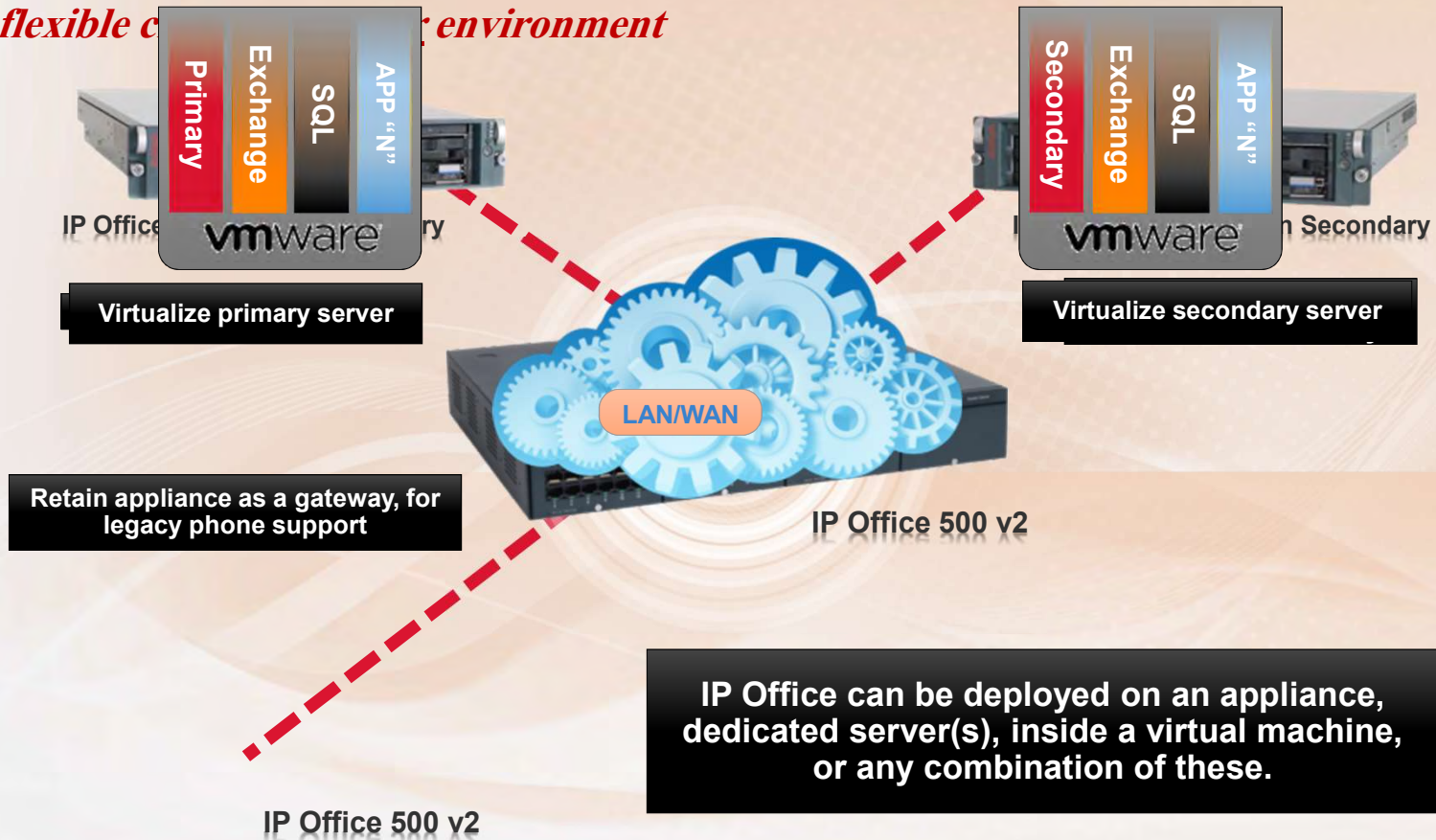
Solutions Engineer

IP Office Delivers Experiences that Matter...

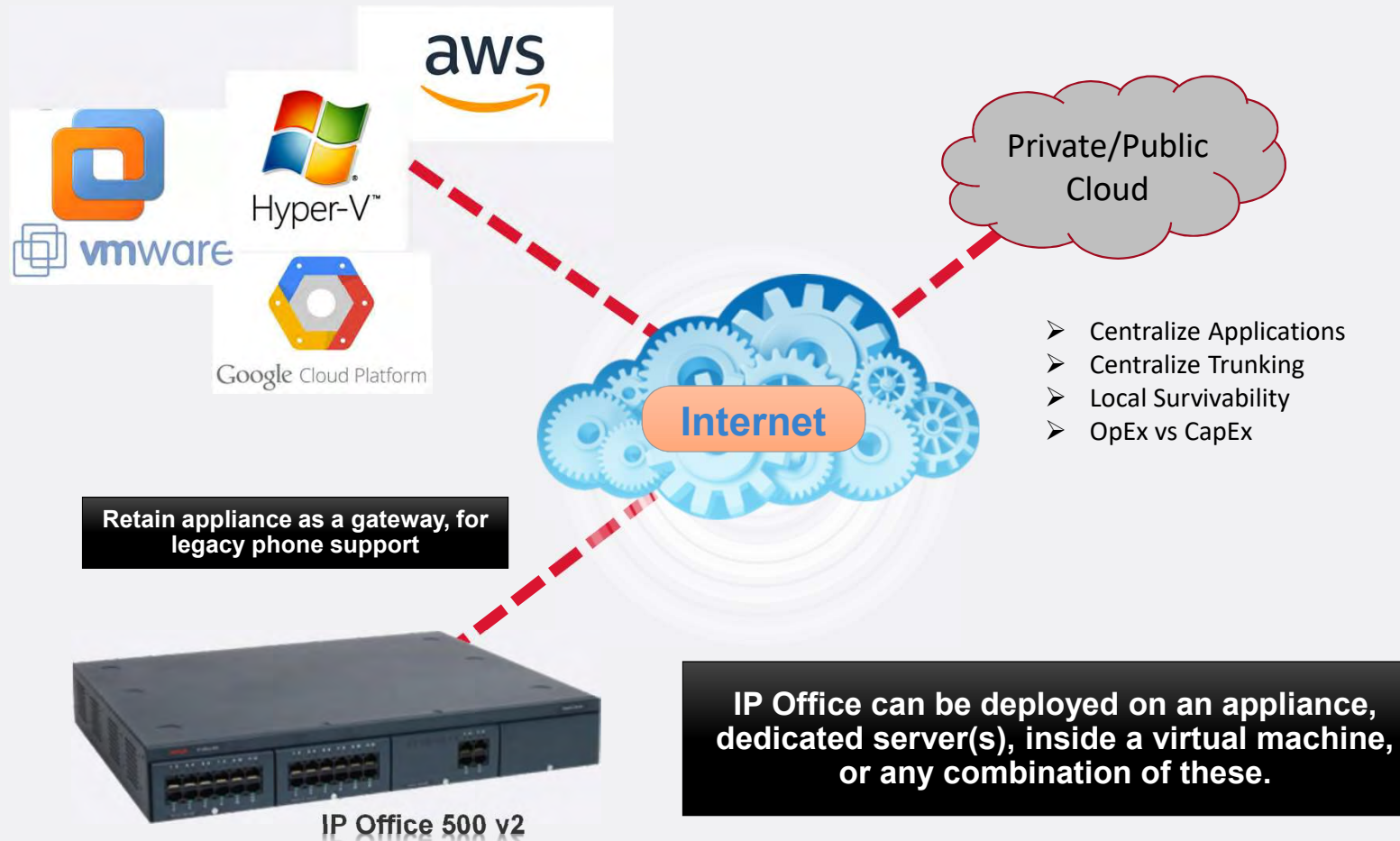


Avaya IP Office Deployment Options

The flexible cloud environment



Avaya IP Office™ Midmarket Cloud Solutions



**“The New Omnichannel World
Demands Open and
Customizable Devices and
Clients”**

THE NEW OMNICHANNEL WORLD DEMANDS OPEN, CUSTOMIZABLE DEVICES

About 10 years ago there was no **web chat**, **smart phone apps**, **social media**, and very little **email**. Today, digital interactions account for over **35%** of all interactions



2015

2013

2006

**Voice Shift to
Contextual Interactions**

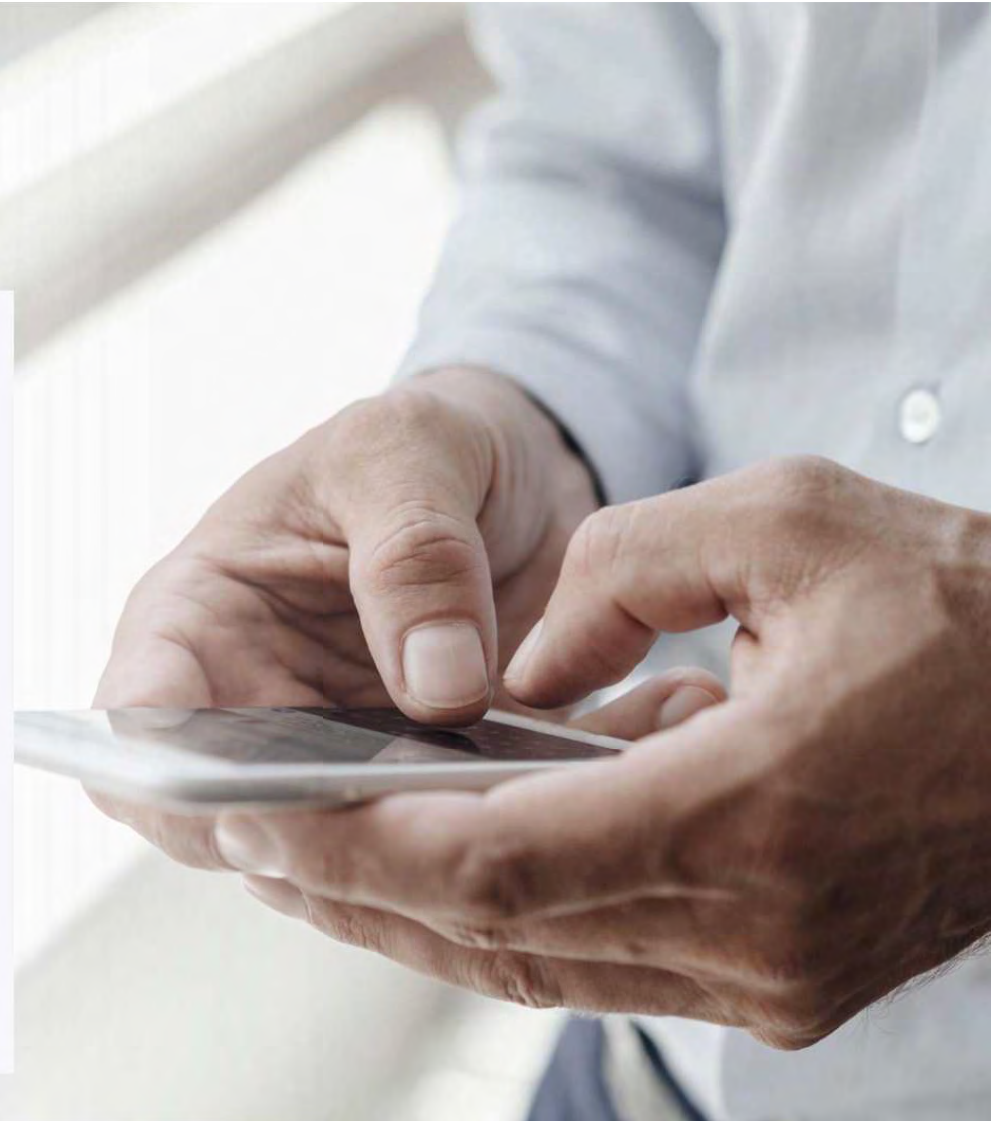
**I MISS BEING ABLE TO SLAM
MY PHONE DOWN WHEN I
HANG UP ON SOMEBODY**



**VIOLENTLY PRESSING 'END CALL'
JUST DOESN'T DO IT FOR ME!**

Staggering Pace of Change

- 70% of interactions are through **mobile devices**
- In 2018, **ecommerce** will drive **\$3 trillion** in transactions up \$500 billion from just last year
- 4% of companies using **chatbots** today expected to be **80% in 2 years**





Avaya IX IP Devices



J169/J179 – Custom faceplates

Unlimited customization capability

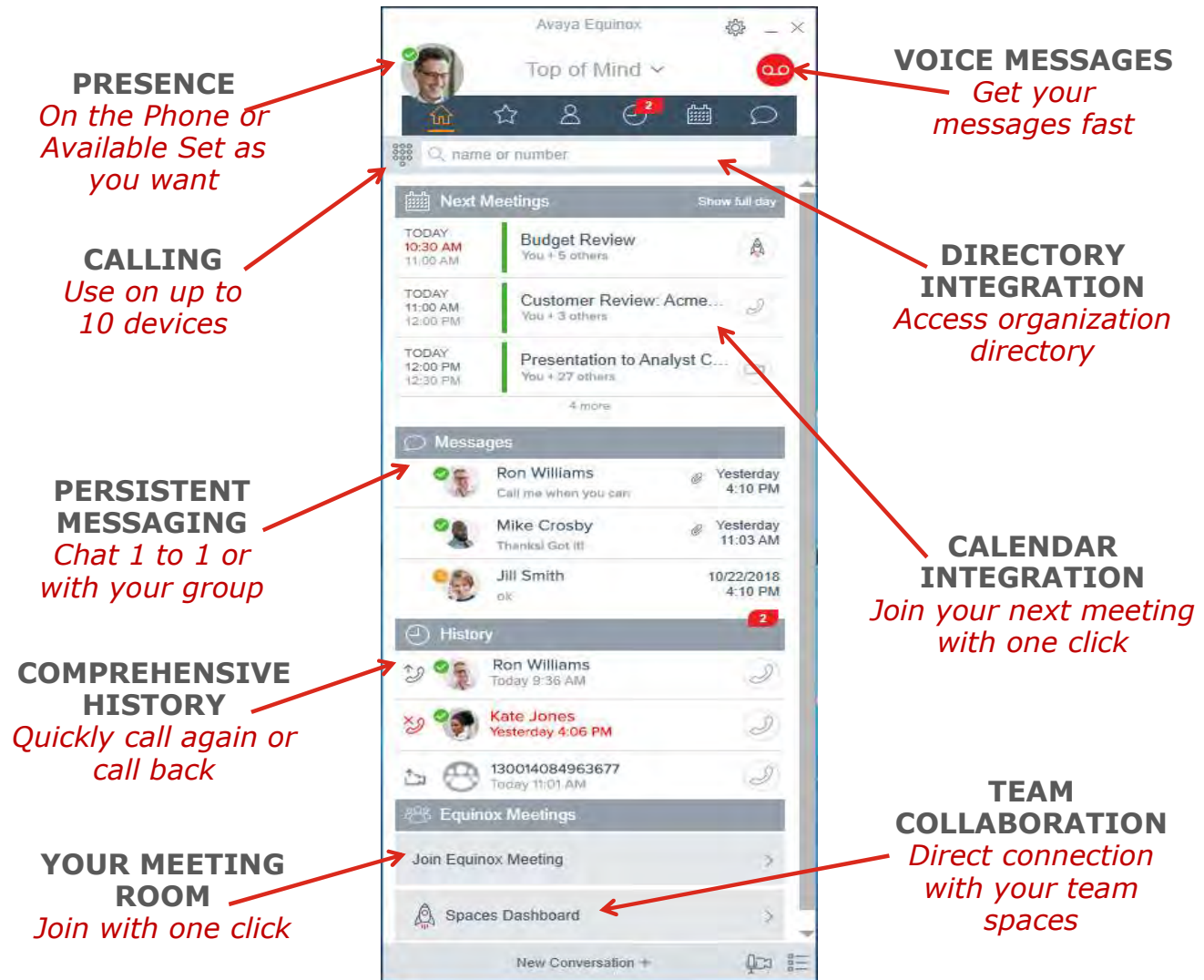


A repeating geometric pattern of red and white lines forming a series of interlocking chevrons and zig-zags, creating a 3D optical illusion effect.

AVAYA IX WORKPLACE CLIENT

Avaya IX Workplace

- Avaya's rich, no-compromise, team engagement solution enabling collaboration from virtually any device or location, across any channel.
- Single compelling user experience with support across mobile & desktop.
- **Integrates seamlessly with Avaya Aura, IP Office and IX Collaboration (Spaces)**

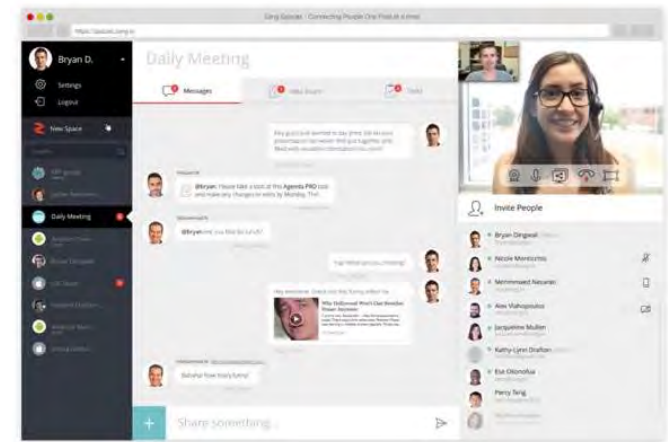


A repeating geometric pattern of red and white lines forming a series of interlocking chevrons and zig-zags, creating a complex, maze-like visual effect.

AVAYA IX COLLABORATION

Avaya Spaces

- Persistent team collaboration & meetings space
- Voice, video, messaging, file sharing, task management
- Web browser & mobile apps
- Organize people, teams, assets in always-on workspaces anchored on activity streams



Essential Offer (FREE)

- Web and mobile apps
- Voice conference up to 5 people
- Persistent chat
- Share files (up to 1 GB)
- Direct video call other Spaces users
- Spaces API

Business Offer

Everything in Basic PLUS

- Voice conference up to 25 people or Video up to 15
- Unlimited file sharing
- File previews
- Group tasks
- Optional dial-in add-on

Power Offer

Everything in Team PLUS

- Voice conference up to 60 people or Video up to 25
- Included dial-in
- Administrator Console
- Unlimited support tickets
- API Support

Getting Started with Avaya spaces Is Easy...

(And free! Who doesn't like free?)

STEP 1

STEP 2

STEP 3

STEP 4



Sign up for
FREE at

spaces.zang.io

Take the quick
tutorial

Explore your
dashboard

Create your
first Space



** Note:

We are moving to
www.avayamarket.com

Shortly

“A pure Avaya Contact Center Solution will help you compete and win new business”

Standard Reports

How to find the right report?

- 50 Canned Reports
- Account Code
- Agent / Extension
- Call Costing / Accounting
- Call Direction
- Caller ID and Extern Number
- Group (Hunt and ACR Skill)
- Local Number
- System Reports
- Time Interval
- Trunk

LIST OF STANDARD REPORTS

ACCOUNT CODE

Report Code Summary
Calls by Account Code

AGENT

Agent Calls
Agent Call Summary
Agent Inbound Calls
Agent Inbound Summary
Agent Outbound Calls
Agent Outbound Summary
Agent Summary by Group
Agent Talking Summary
Agent Transfer Summary
Agent Transfer Summary
Event Sequence Calls by Agent
Excessive (Event Type) by Agent

CALL DIRECTION

Call Direction Summary
Calls by Call Direction

CALL COSTING

Agent Call Cost
Agent Call Cost Summary
Rider Call Cost
Rider Call Cost Summary

CALLER ID

Calls by Caller ID
Inbound Caller ID Summary

EXTERNAL NUMBER

Calls by External Party
External Number Summary

TAG

Tag Summary

GROUP

Excessive (Event Type) by Group
Group Abandoned Calls
Group Event Summary
Group Present Calls
Group Summary
Group Summary by Agent
Group Calls by Group
Grouped Call Volume
Queue Summary by Group

LIST OF CALLS

RTI Calls
Abandoned Calls
Agent Calls
Agent Inbound Calls
Agent Outbound Calls
Call Details
Calls by Account Code
Calls by Call Direction
Calls by Caller ID
Calls by External Party
Conference Calls
Event Sequence Call List
Event Sequence Calls by Agent
Excessive (Event Type) by Agent
Excessive (Event Type) by Group
Group Abandoned Calls
Group Present Calls
Inbound Calls by Local Number
Outbound Calls by Group
Local Number
Inbound Calls by Local Number
Local Number Inbound Summary
Trunk
Trunk Usage by Time
Trunk Usage Summary

TIME INTERVAL

Agent Call Volume
Inbound Call Performance
Inbound Call Summary
Lost Call Summary
Outbound Call Summary
Outbound Call Volume

NO TAG

Basic System Utility
Credit to Group

ADD-ON LICENSE REPORTS

Available with Realtime

Agent Realtime Feature Trace
Agent Time Card
Agent Performance Summary Agent
Summary by Group

Available with Agent Dashboards

Agent Reason Code Report
Agent Reason Code Trace
Reason Code Report
Agent Reason Code by Time
Time of Day Reason Code

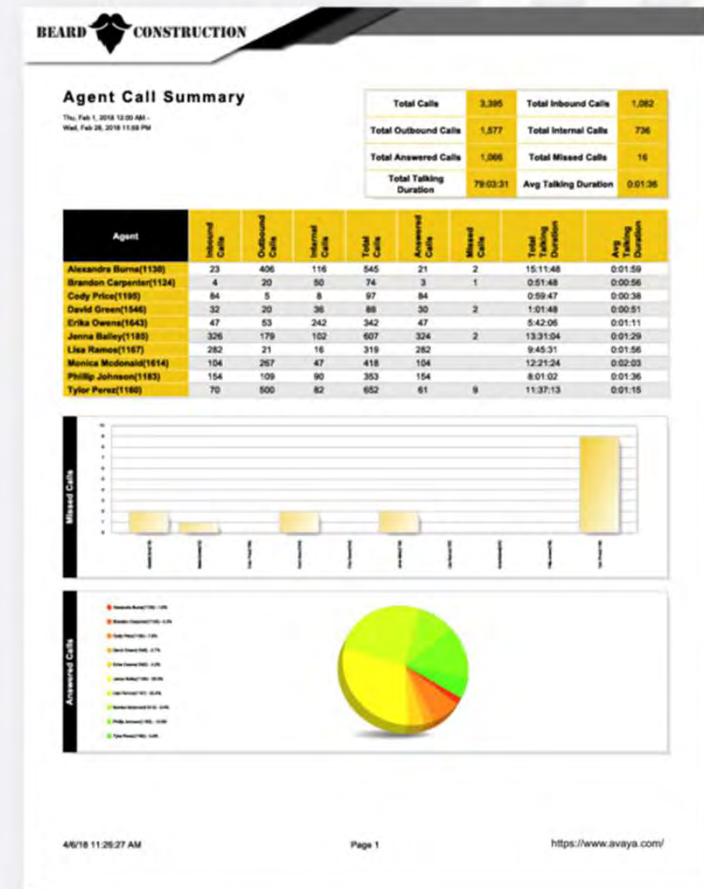
Available with Recording Library

Agent Scorecard Summary
Group Scorecard Summary
Scores by Agent
Scores by Group

Custom Reports

Demonstration

- Java only – then shows in both UI's
- Keep it simple
- Create Reports
- Edit Standard Reports
- Report Wizard (ease of use)
- Unlimited Possibilities
- Custom Report Skin
- Historical Threshold Notifications (Email, SMS, Pop-Screen)



4/6/18 11:26:27 AM

Page 1

<https://www.avaya.com/>

A repeating geometric pattern of red and white lines forming a series of interlocking chevrons and zig-zags, creating a 3D optical illusion effect.

Avaya Contact Center Select

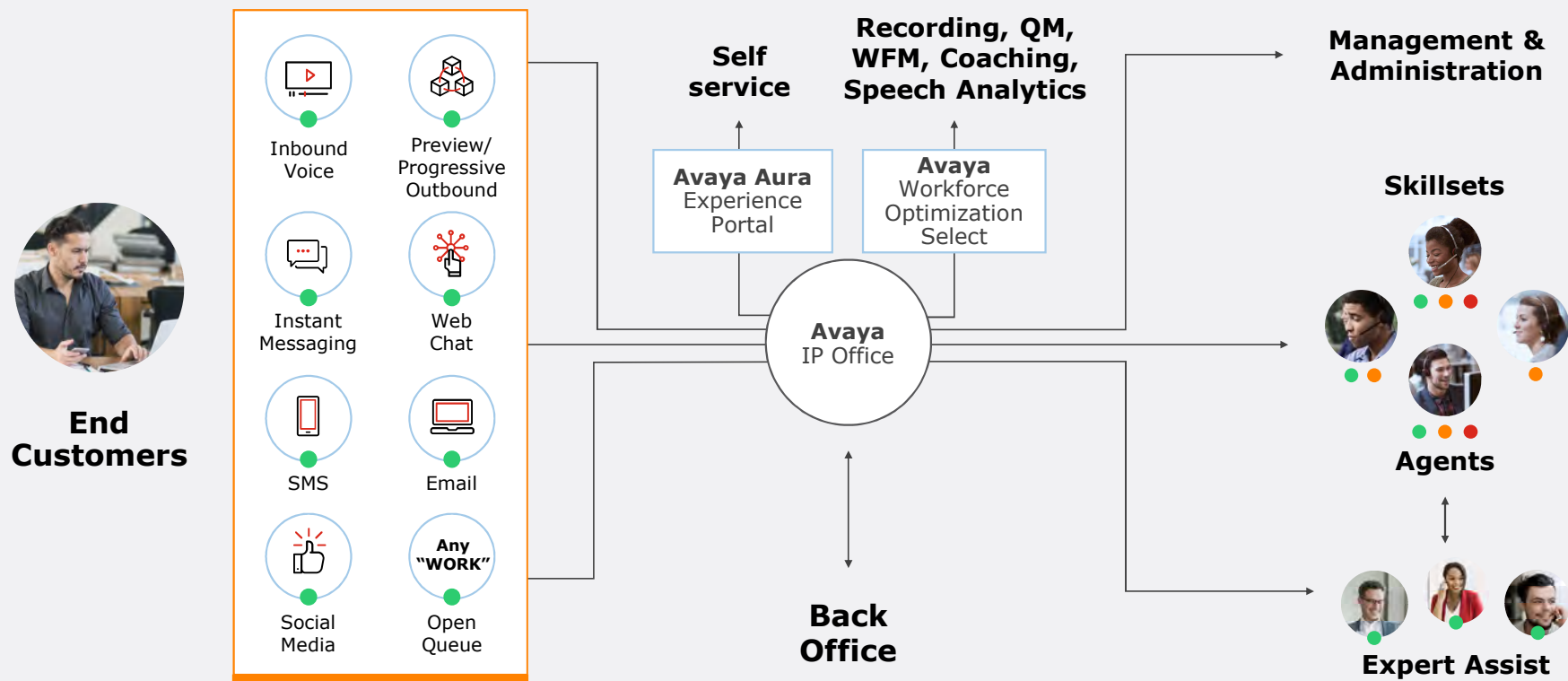


Avaya Contact Center Select

—————
Multichannel solution
for IP Office

Avaya Contact Center Select

Multichannel Customer Contact Solution for IP Office



Facts: Customer Experience



More than
8 of every **10**
companies recognize

**CUSTOMER
EXPERIENCE**
as a key differentiator

AGENT PRODUCTIVITY

is the top operational priority

**4 OF 5
AGENTS**

need to access
multiple system
when serving
customers

**\$1.57
Million Lost**

when agents have to jump
from screen to screen to
serve customers in a typical
300 agent contact center



Avaya IX™ Workspaces

Modern Agent Desktop

- **Consolidate information** from multiple systems into a consolidated desktop
- Thin client desktop can easily be **personalized** for all profiles - agents, supervisors and administrators
- **Easy to adopt and easy to use**



Contextual & Continuous Experience

- **Customer journey visualization** and drill-down*
- **Context-based agent guidance** / frequently used phrases
- **Event-driven customer journey map** displays customer-agent interactions in a graphical timeline view*

IT Friendly & Risk Free

- **Reduce costs** versus managing thick client interfaces
- **HTML5** thin-client desktop
- Leverage **dynamic widget-driven layout** to quickly build custom widgets
- Deploy without touching your **Call Center Elite, Avaya Aura Contact Center or Avaya Contact Center Select** operating environment



Avaya IX™ Workspaces

Customer Interactions

1-Click Access to Applications

Customer Details

Customer Interaction Details

Alerts, Notifications and Dial Pad

Customer History

Agent State

The screenshot displays the Avaya IX Workspaces interface. On the left, a sidebar contains navigation icons. The main area is divided into several sections: 'Customer Details' at the top left, 'Interaction Details' below it, 'Customer History' on the right, and a 'Transcript' section at the bottom right. A 'Work Codes' dropdown menu is open, showing options like 'Search', 'Offer discount on next call', 'Report to supervisor', 'TransferService1', and 'TransferService2'. A 'More information' button is visible next to the customer profile. The 'Customer History' table lists interactions with columns for 'Created Date', 'Status', 'Priority', and 'Channel'. The 'Transcript' section shows a 'Forwarded Message' with details like 'Subject: Matt Leahy requested...', 'Date: Tue, 3 Oct 2017 14:44:25 +0100', and 'From: OCP-ocpost01@ccmmlab2.dev'.

Created Date	Status	Priority	Channel
8/25/18 1:05 PM	status1	priority1	Test Channel
8/25/18 1:05 PM	status1	priority1	Chat
8/25/18 1:05 PM	status1	priority1	Email
8/25/18 1:05 PM	status1	priority1	Email

A decorative border with a repeating red and white geometric pattern, resembling a stylized zigzag or interlocking triangles, runs along the top and bottom edges of the slide.

Summary

Why IP office? Why Avaya?

Why IP Office?

- ▶ Highly reliable
- ▶ Easy to use, deploy & manage
- ▶ Deployable on premises or from the cloud
- ▶ Integrated UC solution with customer contact, mobility, conferencing
- ▶ Scalable to grow with your business

Why Avaya?

- ▶ The global leader in customer contact solutions (#1)
- ▶ A global leader in SME communications solutions (#2)
- ▶ A global leader in Mobile voice and UC client solutions (#3)

Proven Track Record

- ▶ 26 Million + users
- ▶ 750,000 + systems
- ▶ 25% Lower Total Cost of Ownership – Tolly Report
- ▶ 2017 Unified Communications Product of the Year – TMC
- ▶ Best in class Net Promoter Score (NPS) 69 (May 2018 YTD)



Julia Navarro Solutions Engineer

1 = Poor 2 = Average 3 = Good
703-783-7737



Thank you.