

Avaya CRM Connector

Enabling SAP Connectivity in the Avaya Contact Center

Avaya and SAP solutions link your contact center capabilities with your core business processes to give you end-to-end efficiency — helping deliver the right customer to the right agent for the right service, every time. With Avaya expertise in contact management, customer interactions are intelligently routed to the best available resource regardless of communication channel (voice, e-mail, Web chat, self-service). Then SAP CRM Interaction Center takes over, providing transaction management tools along with Avaya delivered detailed screen pops of customer intelligence at the desktop to help agents deliver exceptional service.

To maximize the value of both components of the solution, **Avaya CRM Connector** provides seamless integration of your agent interface with the intelligence of your business applications, for a contact center that can deliver real business results.

Fully Realize the Solution Advantages

Avaya CRM Connector is a suite of planning, design, and implementation services created to help you effectively deploy an Avaya and SAP solution — blending contact and transaction management to provide agents with the tools and information they need to work efficiently, satisfy customers, and generate revenue.

Highly trained, certified Avaya consultants will work with you to help your business leverage the solution to its best advantage, so your business can benefit from:

- Improved quality of transactions
- Faster time to resolution
- Consistent, high quality contacts across media channels and agents
- Higher agent productivity
- More efficient use of agent resources (even across multiple locations)
- Reduced costs through automation of processes
- More cross-selling and up-selling opportunities

And with Avaya Global Services, you can enhance your investment with support that helps you:

- **Align your technology plan** with your business needs.
- **Feel confident** that your applications are designed, integrated, and implemented correctly.
- **Optimize your network** to deliver the quality and performance you expect.
- **Create a network that is as secure and reliable as possible**, even in the event of the unexpected.

Get the Integration Expertise You Need

Avaya Global Services offers all the expertise you need to be confident that your solution will work for you the way you need it to, right from the start.

The Avaya and SAP solutions offer multiple, tested integration options to match your needs, whether you have a multimedia contact center, a voice-only environment, or even a completely self service installation. Likewise, Avaya Global Services offers a choice of support solutions to deliver the capabilities you need based on the integration option that you have chosen.

- A choice of standard voice-only solutions integrates Avaya and SAP solutions for voice-only contact centers.
 - Avaya Application Enablement Services (AES) and SAP R/3 with SAPphone
 - Avaya AES and SAP R/3 with SAP CRM Interaction Center WinClient/WebClient
 - Avaya Interaction Center (AIC) and SAP CRM Interaction Center WinClient/WebClient

- A multimedia support solution integrates Avaya and SAP solutions that allow management of voice plus e-mail and/or Web chat contacts from a single interface (using Avaya Interaction Center and SAP CRM Interaction Center WebClient).

Avaya Global Services can help you with everything from simple integration to custom configuration. Avaya can even be your single point of accountability across a complete end-to-end services support plan — so you'll always know who to call any time you have question or concern.

Make Avaya Resources Your Own

Avaya Global Services provides the knowledge and skills you need to integrate your Avaya and SAP solution successfully. With a large and growing portfolio of service options to choose from, you can turn to Avaya for comprehensive support — or bring Avaya in only as needed to supplement your own in-house expertise.

The Avaya Global Services organization has more than 20 years of experience in maintaining and managing multi-vendor voice and data networks — including support for over 300 products made by more than 20 different companies. Avaya has service capabilities in more than 93 countries, with thousands of services professionals supported by 25 network operations centers and 28 technical support centers around the world.

Avaya services consultants and technicians average 10 to 15 years of technical experience, across voice, data, messaging, convergence, and multi-vendor networks. Also, Avaya continually invests in training and industry certifications for its engineers and technicians, making them among the most highly qualified support teams you'll find anywhere.

For example, Avaya is a member of the SAP Enterprise Services Architecture Partnership, and our technicians are SAP-certified to perform integration of SAP with Avaya solutions.

Avaya Global Services experts are backed by leading-edge technologies, including state-of-the-art infrastructure at our global support centers and more than 150 patented tools, such as the Avaya ExpertNet™ VoIP Assessment Tool, Avaya EXPERT SystemsSM Diagnostics Tools, and the Avaya Enterprise Services Platform.

At the same time, Avaya Global Services delivers according to Service Level Agreements and within fixed cost frameworks — so, you get the fast, expert support you need, with no hidden costs.

Learn More

For more information about Avaya Global Services and how it can add value to your Avaya and SAP solution, please contact your Avaya Client Executive or Avaya Authorized BusinessPartner. Or, visit us on our Web site: avaya.com.

About Avaya

Avaya delivers Intelligent Communications solutions that help companies transform their businesses to achieve market-place advantage. More than 1 million businesses worldwide, including more than 90 percent of the FORTUNE 500®, use Avaya solutions for IP Telephony,

Unified Communications, Contact Centers and Communications Enabled Business Processes. Avaya Global Services provides comprehensive service and support for companies, small to large. For more information visit the Avaya Web site: <http://www.avaya.com>.

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