CUSTOMER ENGAGEMENT: RETAIL EXAMPLE
CUSTOMER JOURNEY & CREDIT CARD FRAUD

Omnichannel in the moment from retail web store on-line to expert assistance with customer information captured throughout the journey. Credit card fraud detection that delivers a multi-touch experience for customers to review and quickly resolve their issues.

TEAM ENGAGEMENT DYNAMIC TEAM FORMATION

The power of dynamically bringing teams together immediately with events such as a data breach or security alert that can automatically trigger a workflow to alert the right people on email and SMS to join a video conference meeting and review the situation.

CUSTOMER ENGAGEMENT CUSTOMER ENGAGEMENT ONAVAYA™ GOOGLE CLOUD PLATFORM

Avaya's world class contact center capabilities now available in the Google Cloud and run on a low cost Chromebook with the same reliability and robustness of the application targeted for the midmarket. Simple, fast and cost effective, allowing for new ways to bring on seasonal agents, disaster recovery and business continuity.

FABRIC NETWORKING SMART CAMPUS

Demonstrating the power of Avaya's Fabric Networking that make the Internet of Things truly possible. Smart Campus for education example that can intelligently trigger phones, strobe lights, CCTV, automatic door locks, alarms, PA systems and alarm buttons following a security alert that can all be managed from a mobile device.

WORKFLOW AUTOMATION

Building automated business processes that enable multi-touch interactions has never been easier:

- Intuitive drag and drop environment
- Examples include fraud and package delivery alerts allowing customers to review their transactions and respond in real-time from their mobile device

TEAM ENGAGEMENT

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IMMERSIVE TEAM ENGAGEMENT

Solutions from Esna and the midmarket.

- A more immersive experience of communication and collaboration enabled in the Chrome browser
- Click-to-call, real-time presence and escalation of voice messages to Hangouts make team engagements more efficient and effective

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Sneak peek into snap-ins being developed using the Engagement Development Platform (EDP), a sandbox development environment that will offer a new way for partners and Avaya to deliver capabilities faster to the market.

FABRIC NETWORKING – SMART SOLUTIONS

A suite of Smart Solutions for various verticals including healthcare, public safety, education, hospitality and stadiums.

- Built on an infrastructure that is extremely resilient, scalable and secure, as well as ability to automate and customize workflows required to achieve the desired outcomes

MOBILE CUSTOMER ENGAGEMENT

Delivery of click to audio and video built right into iOS and Android mobile applications.

- Powerful use case solutions for financial services, hospitality, retail and healthcare
- Meeting the need for today’s omnichannel end-to-end customer journey

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VERSION 1.0.4