

**Avaya
Communications Cloud**

Avaya Cloud Contact Center



Supporting the Customer Experience in the Avaya Cloud

Avaya Cloud Contact Center is a cloud based Contact Center as a Service (CCaaS) designed for the customer experience needs of large, medium and small enterprise as well as business process outsourcers (BPOs). It offers a comprehensive, integrated and open CCaaS architecture with scalability, security and in-depth analytics across the customer journey, delivering a simplified and flexible cloud experience. Avaya Cloud Contact Center offers a seamless path to cloud with some of the best customer experience support tools from one of the industry leaders. Avaya provides you all the essential features your contact center requires, using the power and versatility of a true cloud solution with a low total cost of ownership and easy migration.

Cloud at Your Own Pace

Whether you currently use Avaya solutions or are considering Avaya for the first time, the prospect of moving to the cloud can seem daunting. With cloud quickly becoming the best option for a flexible customer experience environment, the key is to get there without disrupting your business.

What if you could make the transition at a pace that works for you? With Avaya Cloud Contact Center, you can. This cloud-powered Avaya solution delivers unlimited scalability, powerful new features and higher reliability, all at a lower cost than a comparable premise-based solution.

A full feature cloud-based contact center as a service solution:

- True multi-tenant customer experience
- Uses standard Avaya software
- Flexible deployment options
- Scalable for seasonal ebbs and spikes
- Usage-based pricing

Get the Best of all Worlds

For many organizations running Avaya infrastructure, a cloud-native solution offers the best mix of risk-management, scalability, cost efficiency and business agility. The Avaya Cloud Contact Center gives you the best of all worlds—the Avaya you know, truly cloud-enabled, and at a cost aligned with your budget.

- **Delight your customers**
Interact with your callers how they choose, and see it all in a single view.
- **Empower your agents**
Improve agent efficiency with advanced productivity tools and proactive artificial intelligence (AI) assistance. No retraining required!
- **Advance the business**
Gain unmatched visibility into conversations using AI and advanced analytics.

Advantages of Avaya Cloud Contact Center

There's a good reason so many of the world's major enterprises and outsourcers choose Avaya as their cloud solution. We are the only platform that can combine the familiar Avaya scalability and flexibility with rich contact center capabilities, comprehensive analytics, and powerful agent quality tools, all served from a reliable, security tested cloud. Moving into the Avaya Cloud can help you improve customer engagement performance, and customer satisfaction as well as control costs.

Move to the cloud with minimal risk and no disruption. Migrate to the cloud with confidence and never miss a beat: all at your own pace. Move call traffic to the Avaya cloud gradually or all at once. Avaya Cloud Contact Center reporting and data mirror Avaya CMS, so your back end systems require no changes. Maintain full availability and functionality at all times throughout your migration.

Get an always-on contact center. The Avaya platform is designed and deployed to provide 99.99% availability through geographically distributed locations, networks, and servers. The Avaya Cloud Contact Center is architected with fully redundant, horizontally scalable nodes with automated replication processes in place to maintain data integrity across all nodes and locations. Data replication allows for real-time access to copies of data as well as ability to access data if there is a node failure. A globally unique ID on metadata helps maintain data integrity.

Scale up and down on the fly. Ramp up to accommodate seasonal spikes at will and for minimal cost. Support tens of thousands of agents or a few hundred. With Avaya Cloud Contact Center, there's no need to store unused licenses for occasional peaks. Your volume is always covered and you never pay for unused capacity.

Expand your contact center capabilities. Bring the full power and versatility of Avaya Cloud Contact Center to your enterprise. An all-in-one unified solution, Avaya Cloud Contact Center requires no patchwork, third party tools or license fees. Features include end-to-end call recording and screen capture, real-time transcriptions, enhanced onboarding with coaching, training, reporting and analytics, intelligent voice response, and managed desktops for work-from-home agents.



"We chose this solution because of the platform's exceptional ability to scale for spikes in capacity. The ability to easily double or even triple a client's agent workforce on a daily, weekly or monthly basis is hugely beneficial and highly efficient."

—Fortune 500 company CIO

Lower your TCO. Transition to the cloud with no infrastructure expense and minimal operating costs. Replace your on-premise equipment with a fully integrated Avaya Cloud Contact Center solution at your own pace, while preserving skills and increasing your savings. Improve agent productivity, self-service containment and call outcomes with seamless access to our advanced IVR.

The Power of Avaya Cloud Contact Center

The Avaya Cloud Contact Center brings agility and flexibility to your customer experience operations by allowing you to rapidly turn on the latest Avaya capabilities, while scaling up or down your usage based on demand.

Full Avaya-based functionality—Avaya Cloud Contact Center supports all standard Avaya Elite ACD features, including skills based routing, enhanced transfer and conference, and CMS Supervisor.

Multi-tenancy for greater flexibility—Avaya Cloud Contact Center provides native multi-tenancy with regular feature updates to pay for what you use. Multi-layered tenancy lets you instantiate one or more sub tenants under your account. Each subtenant is isolated from a resource consumption and billing perspective. With multi-tenancy, BPOs can precisely meter and bill separate clients for the resources they use. For enterprises, it enables department resources management and charge backs.

100% browser-based—Avaya Cloud Contact Center runs from any browser and requires only one-X® Agent be downloaded before use.

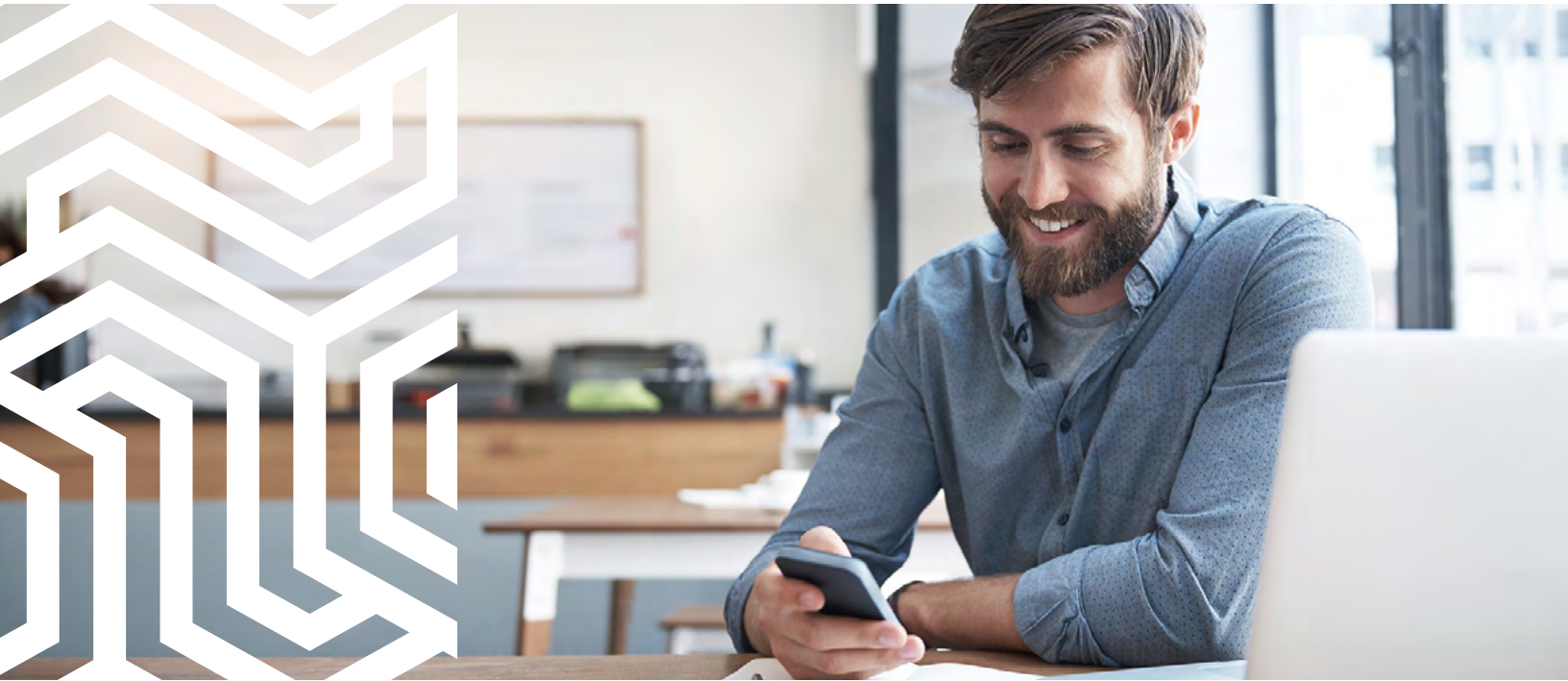
Enhanced security—The Avaya cloud platform is designed to operate with heightened security in the shared infrastructure of the public cloud. Avaya safeguards are built in, not added on. End-to-end encryption of all communications regardless of channel and including data in motion and at rest, full PCI and HIPAA compliance, dual factor authentication and desktop technology tools, are just a few of the many security measures you get with the Avaya platform.

Deployment flexibility—Transition to the cloud faster with a choice of deployment options. Whether you start with only a few agents in a single process, a single location, or your complete operation, Avaya has you covered.

Usage-based pricing—Reduce costs by paying for only what your business consumes. Idle capacity is available in the Avaya Cloud to absorb your customer demand's bursting and seasonal flexing.

100% call recording—Say goodbye to third-party call recording fees. Avaya true cloud-based, dual-channel recording captures customer contacts in their entirety, including the initial IVR experience, hold time, customer-agent interactions and any subsequent transfers and conferences.

Intelligent voice response (IVR)—DTMF and uncommonly accurate speech-based IVR with patented technology can enhance customer satisfaction and increase contact center productivity by helping greatly improve containment rates and reduce opt outs.



TRUE CLOUD— FIRST SOLUTION

Avaya Cloud Contact Center is designed in the cloud, for a pure cloud experience for you and your customers. You can access all of our features with no additional hardware or software. With Avaya, you get all the security, reliability, scalability and agility of a true cloud platform with none of the disruption, agent re-training and migration hurdles of other cloud provider solutions.

Speech analytics—Analyze digital conversations like never before. Available features include agent and caller verification, automated agent—enunciation and listening—comprehension scoring, real—time multi—touch call transcription, automated QA scoring and more.

Workforce optimization & performance management—Gain a unified agent experience with Avaya Cloud Contact Center and customizable CTI. Elevate agent performance with advanced real—time quality monitoring, coaching, training, “whisper and barge” capabilities and a unified supervisor experience. Record all interaction elements, including Screen Capture and voice recordings. You get all the tools agents need to be effective, available at their fingertips when they need them – and out of the way when they don’t.

Post—call surveys—Available anywhere in the call flow. Configurable as caller opt—in or agent—prompted. Supports DTMF or speech.

Put Avaya to Work in Your Business Scenario

- Burst into the Avaya cloud when you need additional capacity for your on—premise configuration for seasonal and campaign spikes.
- Migrate to the Avaya cloud and eliminate CapEx while keeping your familiar style reporting.
- Extend your capacity to support remote offices and work—at—home agents by onboarding them rapidly on Avaya Cloud Contact Center.

