Agentic AI Foundation SILVER MEMBER

THE LINUX FOUNDATION SILVER MEMBER

AVAYA

WHITE PAPER

The Model Context Protocol:
A Status Report for Enterprise Customer Experience Leaders

How Open AI Orchestration Is Reshaping the Contact Center and Why Avaya Infinity Is Built for What Comes Next

Table of Contents

TLDR: What Business Leaders Need to Know

The Model Context Protocol (MCP) has rapidly evolved from an experimental developer tool into the industry standard for connecting AI systems to enterprise data and applications. In just 16 months since its launch by Anthropic in November 2024, MCP has achieved what most technology standards take a decade to accomplish: genuine cross-industry adoption, vendor-neutral governance under the Linux Foundation, and production deployments at scale.

For customer experience leaders, MCP represents a fundamental shift. It transforms the contact center from a static routing engine into a dynamic, AI-powered orchestration platform that can pull real-time context from any connected system. The result is faster resolutions, deeper personalization, and a new model of human-AI collaboration that elevates both customers and agents.

Avaya Infinity, backed by Avaya's proud membership in the Agentic AI Foundation and a strategic partnership with Databricks for enterprise-grade data governance, is purpose-built for this new era. It is the open, model-agnostic platform that gives enterprises total control over their AI strategy without vendor lock-in.

1. Introduction: The Integration Problem That Held AI Back

Enterprise AI has reached an inflection point. Foundation models from providers like Anthropic, OpenAI, and Google have achieved remarkable capabilities in reasoning, natural language understanding, and problem-solving. Yet for most organizations, these models have remained frustratingly disconnected from the systems and data that drive daily operations.

The root cause is an integration problem. Before MCP, connecting AI models to enterprise tools such as CRMs, ticketing systems, ERP platforms, and knowledge bases required custom-coded, one-off API integrations for every combination. An organization with 10 AI applications and 100 business tools may need 1,000 distinct integration pathways. This created a fragile web of technical debt that was expensive to build, painful to maintain, and nearly impossible to scale.

“Nearly 150 organizations joining the AAIF in its early days is a strong signal that agentic AI is shifting from experimentation to real-world deployment. The infrastructure for autonomous systems must be open, interoperable, and community-governed.”

—Jim Zemlin, Executive Director, Linux Foundation.

The Model Context Protocol was designed to solve this problem at its core. Often described as the "USB-C of enterprise AI," MCP provides a universal, open-source framework that standardizes how AI systems connect to external tools and data. Instead of requiring a unique integration for every pairing, MCP reduces the challenge to a simple, additive formula. Each tool needs one MCP server, and each AI model needs one MCP client. The result is immediate, plug-and-play interoperability across the entire software ecosystem.

This white paper provides a comprehensive status report on MCP as of early 2026. It examines the protocol's rapid institutional maturation, maps the competitive landscape across the customer experience sector, identifies the security and governance challenges enterprises must navigate, and explains why Avaya Infinity's MCP approach represents the most secure, flexible, and future-proof path forward for business decision-makers.

2. From Experiment to Enterprise Standard: The MCP Timeline

The speed at which MCP has moved from concept to industry standard is virtually unprecedented in enterprise technology. Understanding this timeline is essential for leaders evaluating when and how to incorporate MCP into their technology strategy.

November 2024: The Launch

Anthropic officially introduced and open-sourced the Model Context Protocol, releasing the core specification, multiple language SDKs, and local MCP server support within the Claude Desktop application. The protocol's architecture is built on JSON-RPC 2.0, providing a standardized intermediary layer for all AI-to-tool communication.

Early 2025: Developer Adoption Accelerates

Software development tools led the first wave of adoption. Cursor, Visual Studio Code, GitHub Copilot, and other IDEs rapidly integrated MCP clients, allowing AI coding assistants to read file systems, inspect repositories, and execute commands through standardized connections—third-party registries like mcp.so and glama. AI began cataloging thousands of community-built MCP servers. In March 2025, OpenAI formally adopted MCP across its products, with CEO Sam Altman publicly endorsing the standard. Google DeepMind followed shortly after, confirming MCP support in its Gemini models.

Mid-to-Late 2025: Enterprise Platforms Commit

The second wave brought heavy infrastructure investment from the world's largest technology companies. Microsoft transformed Dataverse into a native MCP server, enabling Copilot Studio agents to access ERP and CRM data without legacy custom connectors. Salesforce deeply integrated MCP into Agentforce 3, standardizing data exchange and eliminating technical debt from custom connectors. Google rolled out native MCP support for Cloud Run, Cloud SQL, Spanner, and Google Workspace. In July 2025, Avaya announced that the Infinity platform would support MCP, accelerating what CEO Patrick Dennis described as an "MCP moonshot" into the core product roadmap.

December 2025: Institutional Maturation

The defining moment for MCP's enterprise credibility came when Anthropic formally donated the protocol to the newly established Agentic AI Foundation (AAIF), a directed fund under the Linux Foundation. Co-founded by Anthropic, OpenAI, and Block, with Platinum membership from AWS, Google, Microsoft, Bloomberg, and Cloudflare, the AAIF ensures vendor-neutral governance and long-term ecosystem stability. MCP joined Block's goose framework and OpenAI's AGENTS.md as founding projects.[1]

Early 2026: Production Scale and Growing Pains

By March 2026, MCP had generated over 97 million monthly SDK downloads and supported more than 10,000 active production servers. The AAIF has expanded to nearly 150 members. Avaya is a member and is working alongside other industry leaders including JPMorgan Chase, American Express, ServiceNow, Autodesk, and Red Hat to steer the protocol's enterprise readiness. The protocol's 2026 roadmap, published on March 9, 2026, is organized around four priority areas: transport scalability, agent communication, governance maturation, and enterprise readiness. The roadmap explicitly acknowledges that production deployments have different needs than early experiments and that enterprises are encountering predictable challenges with audit trails, SSO-integrated authentication, and configuration portability.[2]

3. Why MCP Matters for Customer Experience

For customer experience leaders, MCP is not just another technical standard. It is the architectural enabler that transforms the contact center from a reactive routing engine into a proactive, AI-powered orchestration platform. Understanding this shift is critical for anyone responsible for CX strategy, customer satisfaction, and operational efficiency.

The End of the Context Blind Spot

Traditional contact centers suffer from a persistent problem: agents are forced to toggle between disconnected applications to piece together a customer's history, preferences, and current situation. A customer calling about a billing issue might have relevant information spread across a CRM, a ticketing system, an EHR (in healthcare), and a knowledge base. Without MCP, surfacing all of that context in real time required expensive, brittle, point-to-point integrations that most organizations could never fully build or maintain.

MCP eliminates this blind spot. When a customer interaction begins, the platform's embedded AI dynamically discovers the necessary MCP tools and orchestrates data retrieval in real time. The AI does not need to understand the schema of every external system natively. It simply connects through the standardized protocol, pulling exactly the context it needs to personalize the interaction.

From Deflection to Augmentation

The first generation of AI in the contact center was focused almost entirely on deflection: routing customers away from human agents to reduce costs. While this approach delivered short-term savings, it often degraded brand loyalty and customer satisfaction, particularly for complex or emotionally sensitive interactions.

MCP enables a fundamentally different model. Instead of replacing human agents, AI becomes a continuous orchestration engine that provides real-time, context-rich support during live interactions. The AI quietly executes database lookups, pulls contextual history, surfaces actionable intelligence, and even drafts responses for human review. The human agent remains in control but is now empowered with a depth of situational awareness previously impossible.

This is the vision that Avaya calls Tandem Care: a harmonious cycle in which agentic AI and human agents collaborate to deliver outcomes neither could achieve on their own.

1. The Linux Foundation. "Linux Foundation Announces the Formation of the Agentic AI Foundation (AAIF), Anchored by New Project Contributions Including Model Context Protocol (MCP), goose and AGENTS.md." December 9, 2025.
2. WorkOS. "Everything your team needs to know about MCP in 2026." March 26, 2026.

Democratized Journey Orchestration

Because MCP standardizes tool interaction and data flow, it dramatically lowers the barrier to building sophisticated customer workflows. Contact center administrators and business users can configure dynamic, context-aware journeys without requiring deep software engineering expertise. Business users can select which AI models to use, define their own rules, and compose agentic workflows that adapt in real time to customer needs. This democratization of orchestration accelerates time-to-value and enables organizations to iterate on CX strategies at the speed of business rather than the speed of IT.

4. The Competitive Landscape: Who Is Adopting MCP and How

MCP adoption is not uniformly distributed across the technology stack. Developer tools achieved near-instant integration, while complex enterprise platforms and CCaaS providers are navigating longer architectural timelines. For CX decision-makers, understanding where each competitor stands is essential.

Platform	Status	What It Means for CX Leaders
Salesforce (Agentforce 3)	Production	Deep MCP integration allows autonomous agents to interface with external data stores, standardizing data exchange and eliminating custom connector debt.
Microsoft (Copilot Studio)	Production	Dataverse operates as a full MCP server, giving Copilot Studio agents native access to ERP and CRM data without the need for legacy Power Platform connectors.
Google (Gemini Enterprise)	Production	Native MCP support for Cloud Run, Cloud SQL, Spanner, and Google Workspace positions Gemini as a centralized hub for enterprise agentic workflows.
Amazon Connect	Public Roadmap	Launched MCP support for AI agents in customer self-service and employee assistance, enabling standardized tool use for complex information retrieval.
OpenAI (ChatGPT Enterprise)	Beta	Full MCP read/write support in Developer Mode for Enterprise accounts. OpenAI has publicly noted that the protocol is powerful but requires proper governance.
Avaya (Infinity Platform)	Production	Native MCP with Databricks governance. Solidified by Avaya's membership in the Agentic AI Foundation, it offers model-agnostic, open orchestration with Tandem Care human-AI collaboration. Purpose-built for regulated enterprises.

The competitive takeaway is clear: the race in CX is no longer about who has the best proprietary chatbot. It is about which vendor provides the most flexible, secure, and open orchestration engine for autonomous agentic interactions. Every major player is moving toward MCP. The differentiator is how they implement it, along with the governance and security they bring to the table.

5. Market Momentum: The Numbers Behind the Standard

The case for MCP is not built on hype. It is grounded in measurable adoption data and analyst validation, enabling enterprise leaders to evaluate it against their own technology planning timelines.

97M+
Monthly SDK downloads

10,000+
Active production servers

~150
AAIF member organizations

3. For SDK downloads and servers: StackOne, "MCP: What's Working, What's Broken, and What Comes Next." January 19, 2026. WorkOS, March 26, 2026. **For AAIF membership size:** The Linux Foundation. "Agentic AI Foundation Welcomes 97 New Members As Demand for Open, Collaborative Agent Standardization Increases." February 24, 2026.

The Forrester Research blog headline said it all: "MCP Doesn't Stand For 'Many Critical Problems'... But maybe it should be for CISOs."[4] The message is clear: MCP is transformative, but only when deployed with enterprise-grade security and governance.

What the Analysts Are Saying

Gartner's 2025 Innovation Insight report identified MCP as fundamental to the future of AI connectivity and enterprise architecture. According to Gartner's projections, 75% of API gateway vendors and 50% of Integration Platform as a Service (iPaaS) vendors will natively support MCP features this year. Even more significantly, Gartner anticipates that 33% of all enterprise software will feature agentic retrieval-augmented generation (RAG) capabilities by 2028, driven almost entirely by standardized interoperability protocols like MCP. That figure was less than 1% in 2025.

Boston Consulting Group has characterized MCP as "a deceptively simple idea with outsized implications," noting that without MCP, integration complexity rises quadratically as AI agents spread throughout organizations. With MCP, integration effort increases only linearly, a critical efficiency gain for enterprise-scale deployments.

Organizations implementing MCP report 40-60% faster agent deployment times. The CIO Research Center notes that MCP has moved from being a topic of engineering curiosity to a boardroom-level strategic imperative, with RSA Conference 2026 receiving a surge of submissions focused on MCP security and governance.

Real-World Use Cases Delivering ROI

- **Healthcare:** Leading digital health vendors are using specialized extensions of MCP (such as the Healthcare Model Context Protocol, or HMCP) to enable AI agents to interact securely with clinical data systems. These implementations maintain compliance with HIPAA, GDPR, and FHIR regulations while enabling AI to autonomously draft prescriptions and schedule follow-ups based on real-time electronic health records, subject to clinician review.
- **Financial Services:** Multinational banks are deploying MCP to connect AI agents with real-time market data and transactional ledgers. By eliminating the latency of traditional batch processing, agentic AI can instantly assess transaction risk, detect fraud patterns, and trigger step-up authentication during live customer interactions.
- **IT Service Management:** Large organizations are using MCP to unify fragmented operational IT stacks. AI agents autonomously pull incident data from logging systems, cybersecurity platforms, and issue trackers to triage incidents, assign severity levels, and draft root-cause analyses without human intervention.

4. Pollard, Jeff. "MCP Doesn't Stand For 'Many Critical Problems' … But Maybe It Should For CISOs." Forrester Research. July 22, 2025.

6. The Security Imperative: What CX Leaders Must Understand

MCP's extraordinary momentum comes with real risks that enterprise leaders cannot afford to underestimate. The protocol provides an elegant mechanism for connection, but it lacks built-in frameworks for security policy, authorization, or auditability. Enterprise adoption of agentic AI through MCP is currently outpacing the maturity of the governance controls required to manage it safely.

The Top Risks on Every CISO's Radar

- **Vulnerable Reference Implementations:** In early 2026, security researchers identified 30 critical CVEs within 60 days, primarily related to path-traversal and argument-injection flaws in widely copied MCP reference servers. Organizations that adopted these servers without rigorous security review inadvertently imported classic OWASP Top 10 vulnerabilities into their networks.[5]
- **Identity Dark Matter:** AI agents using MCP often bypass traditional Identity and Access Management protocols. Because agents are programmed to find the path of least resistance to complete a task, they frequently exploit stale service identities, local accounts, or long-lived API keys. This creates a massive, uncontrolled expansion of privileged access that remains invisible to standard IT governance audits.
- **Supply Chain Threats:** The reliance on third-party, community-built MCP servers introduces supply chain vulnerabilities. An enterprise using an unvetted MCP server is essentially granting a black-box application direct, bidirectional access to its LLMs and proprietary data. Malicious servers can execute prompt injections or attempt to exfiltrate data.
- **Data Privacy and Sovereignty Risks:** When an MCP client reads sensitive data, that information is passed directly into the LLM's context window. Without strict zero-retention agreements and encryption, regulated PII, HIPAA data, or GDPR-protected information can be inadvertently exposed.
- **Context Bloat and Cost Escalation:** Poorly configured MCP systems can inject excessive, unfiltered data into the model's context window, degrading inference performance, introducing latency into customer interactions, and inflating API token costs.

The Governance Gap Demands a Solution

The raw MCP protocol does not inherently mandate Role-Based Access Control (RBAC), Attribute-Based Access Control (ABAC), or audit logging. Without an intermediary governance layer, organizations risk exposing sensitive administrative functions to all AI agents uniformly. This is why MCP gateways and governed data platforms are not optional for enterprise deployments. They are absolute requirements.

7. The Avaya Infinity Approach: Secure, Open, Model-Agnostic

While every major CX platform is racing to announce MCP support, the critical differentiator is not whether a vendor supports the protocol. It is how they implement it, what governance they bring, and whether their architecture truly empowers the enterprise to control its own AI future. Avaya Infinity was designed from the ground up to address these exact requirements.

Native MCP in the Connection Center

Avaya has integrated native MCP support directly into the Infinity platform, positioning it as the enterprise "Connection Center" built for the agentic AI era. This is not a surface-level integration or a third-party add-on. MCP is embedded into the platform's core orchestration engine, enabling several distinct strategic advantages.

5. StackOne, "MCP: What's Working, What's Broken..." January 19, 2026 and Forrester Research, July 22, 2025.

“Together, Databricks and Avaya empower enterprises to harness domain-specific AI without compromising agility or compliance.”[7]

—**Heather Akuiyibo,** VP of GTM Integration, Databricks.

- **Complete Model Agnosticism:** Avaya explicitly rejects AI vendor lock-in. Enterprises using Infinity are entirely free to use Google Gemini, Anthropic Claude, OpenAI models, or specialized open-source models as the cognitive engine for their customer experience. They can swap these models as the AI market evolves without ever breaking their underlying MCP-standardized data integrations. This is not a theoretical capability. It is the platform's fundamental design principle.
- **The Tandem Care Model:** Rather than pursuing aggressive cost reduction through complete customer deflection, Avaya advocates Tandem Care, a model of human-AI collaboration in which agentic AI and human agents work in a harmonious cycle. MCP enables the AI to act as an intelligent co-pilot, executing database lookups, pulling contextual history, and surfacing actionable intelligence to the human agent during live interactions. The result is faster resolutions, higher customer satisfaction, and a more fulfilling experience for human agents.[6]
- **Dual-Role Architecture:** Avaya Infinity operates as both an MCP server and an MCP client. As a server, it exposes services like agent status, call summaries, and routing logic to external AI systems. As a client, it consumes services from external MCP-compliant systems. This dual-role capability enables true bidirectional orchestration across the entire AI ecosystem.
- **Democratized Workflow Configuration:** Because MCP standardizes tool interaction, contact center administrators and business users can configure complex, dynamic customer workflows without deep software engineering expertise. Business users can select AI models, define rules, and compose agentic workflows that replace rigid, hard-coded scripts.
- **Agentic AI Foundation Membership:** As a proud member of the AAIF, Avaya is not just adopting the MCP standard; it is actively shaping its future. This membership guarantees that Avaya Infinity customers will always be at the forefront of vendor-neutral, community-governed AI orchestration, ensuring long-term interoperability.

Enterprise-Grade Security Through Databricks

Avaya's strategic partnership with Databricks directly addresses the governance gap that makes MCP risky for many enterprise deployments. By utilizing Databricks to manage the underlying data architecture and serve as the secure data lake, Avaya delivers fine-grained access control through Unity Catalog, strict tenant-aware data segregation for multi-customer environments, immutable audit logging for all AI interactions, and seamless integration across both structured and unstructured data sources.

This partnership enables Avaya to credibly claim enterprise-grade security and compliance for its AI orchestration, an absolute necessity for adoption in highly regulated sectors such as financial services, healthcare, and government.

6. Avaya. "Avaya Advances Model Context Protocol (MCP) Support for Avaya Infinity." August 25, 2025. (Note: Tandem Care was officially coined by Avaya CEO Patrick Dennis as a new model of service where AI agents and human agents collaborate in real time).

7. Avaya. "Avaya Accelerates Model Context Protocol (MCP) Support for Avaya Infinity™ Platform." July 22, 2025.

The enterprises that move now will be the ones that define the next generation of customer experience. They will build orchestration capabilities that are flexible, secure, and model-agnostic.

Why This Matters for Your Organization

The combination of native MCP, model agnosticism, the Tandem Care philosophy, and Databricks governance creates a value proposition that is distinct from any competitor in the market. Avaya Infinity does not ask enterprises to bet on a single AI vendor, sacrifice security for innovation, or replace their existing infrastructure to access the future of agentic CX. It meets organizations where they are and provides a clear, governed path forward.

8. Strategic Recommendations for CX Decision-Makers

Based on the current state of MCP adoption, the competitive landscape, and the security environment, the following recommendations will help enterprise CX leaders navigate this rapidly evolving space.

Prioritize Open Orchestration Over Proprietary Lock-In. The era of walled-garden AI ecosystems is ending. Enterprise procurement should demand platforms that support open standards like MCP, enabling the freedom to swap AI models and integrate new tools without rearchitecting backend systems. Organizations that lock themselves into a single vendor's AI stack today will face significant switching costs as the market matures.

Invest in Governance Before Scaling. The security risks associated with ungoverned MCP deployments are substantial and well-documented. Before scaling any MCP initiative, ensure that robust access controls, audit logging, and data governance frameworks are in place. This means partnering with platforms that integrate enterprise-grade governance natively, not as an afterthought.

Adopt a Tandem Care Mindset. The most effective contact center AI strategies are not about eliminating human agents. They are about amplifying human capabilities with real-time AI support. Organizations that focus solely on deflection metrics will see short-term savings but long-term erosion of customer loyalty. The Tandem Care approach delivers both operational efficiency and brand differentiation.

Start with High-Impact, Governed Use Cases. Begin MCP implementation with focused use cases in regulated, high-value interaction scenarios, such as healthcare, financial services, or complex technical support. These environments demand the governance rigor that separates production-grade deployments from experimental pilots, and they deliver the clearest ROI.

Evaluate Platforms on Their Security Posture, Not Just Their Feature List. Every CCaaS vendor is announcing MCP support. The critical evaluation criteria should include how data governance is handled, which partners secure the data layer, whether the platform supports fine-grained RBAC and audit logging, and how the vendor addresses the protocol's known security gaps.

9. Conclusion: The Window to Lead Is Now

The Model Context Protocol has reached the point of no return. With 150 organizations in the Agentic AI Foundation, 97 million monthly SDK downloads, production deployments across every major cloud and enterprise platform, and analyst forecasts projecting 33% agentic software penetration by 2028, MCP is no longer optional for enterprise CX architectures. It is foundational.[8]

The enterprises that move now will be the ones that define the next generation of customer experience. They will build orchestration capabilities that are flexible, secure, and model-agnostic. They will embrace human-AI collaboration rather than blunt deflection. And they will choose platforms that give them control over their AI destiny rather than locking them into proprietary ecosystems.

Avaya Infinity is built for this moment. With native MCP support, the Tandem Care model of human-AI collaboration, complete model agnosticism, and enterprise-grade security through Databricks, the Infinity platform offers the most comprehensive and future-proof foundation for the AI-powered Connection Center.

The future of customer experience is open, intelligent, and deeply connected. It is being built right now.

8. Gartner. "Gartner Predicts Over 40% of Agentic AI Projects Will Be Canceled by End of 2027." Press Release. June 25, 2025.

AVAYA

Frequently Asked Questions

What is the Model Context Protocol (MCP)?

MCP is an open-source standard created by Anthropic in November 2024 that provides a universal way for AI models to connect with external tools, data sources, and applications. It eliminates the need for custom API integrations by establishing a standardized JSON-RPC 2.0 communication layer. The Agentic AI Foundation now governs MCP under the Linux Foundation.

Why does MCP matter for customer experience and contact centers?

MCP transforms the contact center from a static routing engine into a dynamic, AI-powered orchestration platform. It eliminates the "context blind spot" by enabling AI to pull real-time data from CRMs, ticketing systems, knowledge bases, and other enterprise systems during live interactions. This enables hyper-personalized customer experiences and empowers human agents with real-time AI assistance.

How does Avaya Infinity use MCP?

Avaya Infinity integrates MCP natively into its core orchestration engine, operating as both an MCP server and client. Combined with a strategic Databricks partnership for enterprise-grade data governance, Infinity provides model-agnostic AI orchestration, fine-grained access control, audit logging, and the Tandem Care model of human-AI collaboration for regulated industries.

What are the security risks of MCP?

Key risks include vulnerable reference server implementations (30 CVEs identified in early 2026), identity dark matter from ungoverned AI agent access, supply chain threats from unvetted third-party servers, data privacy exposure when sensitive information enters LLM context windows, and the absence of native RBAC in the base protocol. Enterprise MCP gateways and governed data platforms are essential for safe deployment.

What is Tandem Care?

Tandem Care is Avaya's model of human-AI collaboration in the contact center. Rather than using AI solely for customer deflection, Tandem Care envisions AI and human agents working in a harmonious cycle. AI acts as an intelligent co-pilot, handling data retrieval, context assembly, and real-time recommendations, while human agents provide empathy, judgment, and relationship-building.

Which companies support MCP?

As of March 2026, MCP has been adopted by Anthropic, Microsoft, Google, OpenAI, Salesforce, Amazon, Avaya, Genesys, Databricks, Kong, and many others. The Agentic AI Foundation includes Platinum members AWS, Bloomberg, and Cloudflare, alongside Avaya and other distinguished members such as JPMorgan Chase, American Express, ServiceNow, Cisco, IBM, Oracle, and Salesforce.

How does MCP compare to traditional API integrations?

Traditional integrations require a unique, custom-coded connection for every AI model-tool pairing, creating exponential complexity. MCP reduces this to an additive model: each tool needs one MCP server, and each AI model needs one MCP client. Organizations report 40-60% faster agent deployment times with MCP compared to traditional integration approaches.

Is MCP ready for enterprise production use?

MCP has exited the experimental developer phase and is rapidly maturing for enterprise use. Major platforms are running production deployments, and the Linux Foundation provides neutral governance. However, enterprises must pair MCP with robust security gateways, governed data platforms (like Databricks), and strict access controls before deploying in regulated or high-stakes environments.

About Avaya

Avaya is a global enterprise software leader that helps the world's largest organizations and government agencies forge unbreakable customer connections. The Avaya Infinity® platform is built to unify fragmented experiences, equipping enterprises to evolve their contact centers into connection centers and strengthen relationships that create business value. Learn more at **www.avaya.com**.