Avaya IX Onespace delivers a simple but powerful solution that increases employee satisfaction and productivity. It’s a digital workspace environment that organizes, automates, and unifies work. IX Onespace streamlines the way employees experience and interact with their enterprise applications. It works with Avaya communications services as well as a variety of other workflow tools and applications including CRM, collaborative platforms such as Microsoft Teams and Slack, and other workflow-related applications.

Avaya IX Onespace addresses employee stress caused by rapidly shifting between roles and applications by reducing an employee’s digital clutter. Avaya IX Onespace treats this digital frenzy by putting the employee first. Its intuitive design makes information discoverable and accessible from a single location.

Avaya IX Onespace picks up where unified communications left off. It distills visibility and ease beyond communications to other workflow applications. And, because workflow apps come and go, it is architected with open interfaces to accommodate both current and future applications. Simply stated, Avaya IX Onespace is a productivity tool that streamlines access to existing workflow applications and even enhances them.

Introducing
Avaya IX Onespace
Moving Beyond Unified Communications

For a decade or so, most business communications vendors touted the concept of unified communications. It’s a simple, yet elusive concept: The UC vendors combine voice, instant messaging, texting, and other communications channels into a single, unified app. But this powerful idea is inherently flawed because the channels keep increasing.

Today, the knowledge worker is drowning in communications and has more inboxes than before unified communications. Communications channels are even sprouting out of workflow applications. It’s increasingly common for business applications to utilize internal messaging, notifications, and alerts. Each time an employee switches apps, they are likely to get dragged into a sea of distractions.

“Let Me Just Check My Messages”

It used to be a simple statement: “Let me just check my messages.” We can visualize the steps of someone quickly checking for new voicemails or even emails. But it’s not so simple anymore. That statement could suggest someone checking business and personal email accounts, business and personal voicemail boxes, cellular text messages, multiple social networks, and, increasingly, business applications ranging from CRM to team chat apps.

The average worker today has over eight active message stores, and the number is growing. All these productivity tools are killing our productivity.

Unified communications has been elusive because the goal line keeps moving. The goal of a single app for unified communications is a mirage. It’s bad enough that the app du jour keeps changing, but within an organization, different job roles and requirements also drive individualized needs. There’s simply no way a single vendor can provide a comprehensive unified communications application.

It’s All About Productivity

We shouldn’t be too surprised about the digital proliferation in the workplace. For the past decade or so, the world has digitally transformed. Movies, newspapers, books, music, and so much more are now more likely to be data than physical products.

The same is true in most enterprises. More and more of our modern work, from presentations to expense reports, has transitioned from paper to digital content.

While digital information moves quickly through an organization, it is still often siloed. It seems every new app brings new file formats and outputs. The number of critical workflow apps keeps increasing, and there’s an app for just about every modern task.

Most new IT solutions promise benefits such as productivity gains, but there’s a catch. The benefits of all these new solutions are being compromised because there are too many of them. The losses occur in a variety of ways, including time lost to app switching, searching for data, overburdened computer resources, and disruptive distractions.
App switching, for example, slows our productivity in two common ways:

- **Distractions:** Switching apps just takes a second, but each switch brings the user to a rabbit hole of risk. Unread messages, pending orders, and other notifications turn quick tasks into time sinks.

- **Scattered data:** Most of our applications have some overlap, and that means multiple ways to do various activities. For example, how many ways can a user share a document? There’s email, shared drives, team messaging apps, and more. Then comes the domino effect: How many ways can colleagues provide feedback on the shared content?

By providing a unified view to multiple apps, Avaya IX Onespace reduces digital clutter, increases employee satisfaction and productivity, and provides a future-ready platform for new apps and changing requirements.

**A Unified View, not a Unified App**

Avaya IX Onespace creates a next-generation, web-based digital workspace. It consolidates applications into a single dashboard, thus reducing or even eliminating app switching or tab surfing. A typical IX Onespace dashboard will provide access to email, calendar, contacts, messaging, and phone service.

Widgets offer a modular approach to integration and customization. Widgets are microapps that serve as two-way windows into existing back-end services. All the panels on the dashboard are widgets, and Avaya offers them for its own apps as well as popular integrations including CRM and team chat.

Avaya IX Onespace is web-based, so there’s only one version for any number of devices, and it doesn’t require client-side installations (or updates). Avaya IX Onespace is open and can be used with premises-based and cloud-delivered services from Avaya and other vendors, including Microsoft, Slack, and more. Its modular framework allows for easy customizations by departments or individual users.

As a result, Avaya IX Onespace delivers truly unified communications across voice, video, chat, email, calendar, and whatever comes next.
A powerful feature of Avaya IX Onespace is global search. Consider the simple tasks of searching conversation history to find a suggestion from a colleague. A searchable history function is a time-saving, valuable feature in most chat applications, but its effectiveness is lost when we need to repeat the search in different apps. A single conversation can span multiple apps, so universal search becomes a powerful new tool.

Overview of the Avaya IX Onespace Digital workspace.

Avaya IX Onespace provides a single place to view all interactions, inboxes, workflow applications, calendar, and more. However, IX Onespace is more than a dashboard. It also provides:

1. Consolidated view
2. Automation
3. Integrated business apps
4. Global search
5. Modular framework

Avaya IX Onespace unifies communications and workflow with a new approach. Instead of attempting to build a super-app that does it all, IX Onespace leverages other apps’ application programming interfaces (APIs) to create a centralized view of important matters. This workspace provides access to voice, video, chat, email, voicemail, messaging, social networks, and other business applications — all on one screen.

Most communications solutions, in fact most modern applications in general, support rich APIs to share and integrate information. Avaya IX Onespace leverages these APIs to create a single view of each individual’s key applications. Avaya IX Onespace becomes the front end to an enterprise’s
broad set of API-enabled back-end services. But it’s more than a front-end. It adds clarity and provides powerful tools that improve productivity:

**Keeping to What’s Top of Mind:** Avaya IX Onespace delivers a single, at-a-glance overview of work. It’s a dynamic micro-application centered on top of the display that makes sense of application and conversational clutter. This space previews upcoming meetings but dynamically reallocates space to complement widgets as the user moves across the page. For example, the email widget shows the inbox, and double-clicking on an email message opens it in this center space.

**Virtual Assistant:** Virtual assistants are mostly associated with simple consumer services such as checking the weather and setting timers. They use natural language to navigate the public internet. This powerful concept also has enterprise applicability, and Avaya IX Onespace brings an enterprise-class virtual assistant to every employee that can leverage organizational data. Avaya IX Onespace can securely access calendaring systems, so booking a meeting room becomes a task that can be automated. Let the assistant access directories to search for contact names or skills.

The default version accepts spoken or typed requests in natural language such as “start my meeting,” “call Stan,” “book a conference room,” and “find me an expert on networking.” Even this virtual assistant is open. Avaya’s assistant is the default, but the open framework of IX Onespace supports any other VA. The virtual assistant works with data across Avaya IX Onespace. On release, Avaya is supporting integrations with Salesforce and ServiceNow. Here, users can speak or type naturally to perform inquiries, searches, and even open a service ticket. Compare this to the alternative of switching screens, multiple logins, and manual processes.
**Automation:** Avaya IX Onespace is also a platform for automation. It can be set to automatically respond to specific triggers, such as acting upon certain types of notifications. Avaya IX Onespace simplifies common tasks and automates work for all employees.

**Communications Across Applications:** Avaya IX Onespace increases employee productivity and engagement by reducing the burden of checking multiple applications. More integrations are coming from Avaya, but there’s no need to wait. Avaya IX Onespace makes it easy for enterprise customers to easily create their own widgets with standard and open APIs. The entire architecture is modular and built around a microservices architecture, which facilitates frequent upgrades.

**Putting Employees First**
Several new applications such as Teams, Slack, and others are helping team interaction. While team life is improving, the individual hasn’t seen a lot of improvements. As described above, individuals are drowning in new applications, with no end in sight.

Avaya IX Onespace improves individual employee satisfaction and productivity by harnessing all of these new tools and equipping the individual employee to be more productive. Because Avaya IX Onespace is a simple and intuitive web page, users don’t perceive it as a net-new application but as an organizational accelerator. It provides a shortcut to work and makes existing and familiar systems more accessible.

IX Onespace fills a growing organizational gap. The workplace is changing. With so many tools and applications, it’s now necessary to equip employees with an organizational dashboard of work — a super-application of sorts that views and queries workflow applications and data.

There was a time when particular applications, such as email or voicemail, provided the
heartbeat of workflow. Today, that central app as has been replaced with numerous distributed applications. Even basic communications are being fragmented into internal, external, and social tools. As a result, most workplaces have lost that dominant, go-to app. The answer isn’t a new app, but a new way to organize cross-app workflow. Avaya IX Onespace fills this gap.

Why Avaya?

Avaya is known for its software and hardware associated with communications, collaboration, and contact center solutions. So it’s a reasonable question: Why did Avaya develop IX Onespace as a web-based digital workspace? It’s not a leap.

Avaya IX Onespace is built and powered by Avaya Aura communications suite, which includes applications such as Avaya Equinox and Spaces and its Client SDK. The Avaya IX Onespace enables the integration with other applications through industry-standard application programming interfaces (APIs), which extends to support almost all major workflow applications. Effectively, Avaya IX Onespace is a standards-based, universal front-end for modern workflow — extensible to nearly all apps.

Avaya is at the forefront of software development. Avaya IX Onespace uses advanced web technologies, single sign-on (SSO), microservices, and a highly customizable design. It is architected for modern, scalable implementations. Without storing data or passwords, it provides seamless, secure access via security practices and protocols already in place. It’s built to the same time-tested security guidelines that have made Avaya the choice of many of the largest and most sophisticated communications implementations in the world.

**BENEFITS CHECKLIST**

- Single-pane dashboard
- Fast deployment
- API-enabled, future-proof architecture
- Employee-level customizations
- Rapid onboarding
- Virtual assistant
- Secure
- Open
- Enterprise-ready
- Native support for
  - Voice
  - Video
  - Messaging
  - Built-in softphone
  - Chat
  - Contacts
  - Social networks
Avaya integrated its own applications using its published APIs. This same process works with most third-party apps, so it wasn’t difficult to add support for Microsoft Teams and Slack. Unlike many of its competitors, Avaya uses open standards across its portfolio and has had a long-term commitment to open systems.

Integrations strengthen Avaya’s solutions. This is particularly true in the contact center but also generally true with calendaring, email, and other workflow applications. Avaya integrates and interoperates via standards wherever possible. The strategy may seem obvious, but many vendors actively limit interoperability with the intent of restricting customer choice and freedom. Avaya IX Onespace is a commitment to interoperability and open standards.
There’s More to Come

Avaya IX Onespace already provides a streamlined approach for enterprises and represents a powerful addition to the Avaya portfolio. And it’s going to get better.

The API economy is still young. Companies steadily introduce new solutions and new integrations. Avaya has already provided a preview of some features we can expect in 2020. We can expect more integrations, more automation, and more intelligent functions such as transcription.

Another area of focus is analytics, both for the user and for IT organizations to better understand adoption, usage, and interactions across the enterprise. IX Onespace already has a robust global search capability, but it too will see some enhancements. Remember, these are not just features for a specific application. They also apply across integrated widgets. IX Onespace makes it possible to search and filter simultaneously across all integrated apps.

Over the past few years, there’s been a focus on team collaboration. While the productivity and collaborative aspects have been significant, the focus on the individual employee was lost. IX Onespace restores the focus on the employee experience by creating a personalized dashboard for communications, collaboration, and whatever else matters most to that individual in a single, intuitive screen.

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