



# Avaya Vantage™ Communications

## Avaya Vantage™ pushes the boundaries of the desktop user experience through its innovative design and customizable user experiences

Avaya Vantage™ through its innovative design and customizable user experiences paves the way for Digital Transformation in businesses. This large communications company leveraged Avaya Vantage™ to meet their internal business initiatives which focuses on changing their customer's experience – a must have for future success with their new and existing customers.

Avaya Vantage™ enabled this company to bring the next level of service leveraging the ability to deploy communication applications and integrating with their UC and CC solutions.

Avaya Vantage™ empowers flexibility and customization through the use of the Avaya Breeze Client SDK, a software development kit used to embed communications features into business applications that run on Avaya Vantage™. Additionally, the device is capable of running applications from the Google Play™ store, and administrator installed apps – Features that allowed this company to drive a better customer experience.

This company will be leveraging these features in a few ways. First they will be providing in store kiosks to provide their customer access to Contact Center agents when visiting a store using Avaya Vantage™.



Secondly, they will be developing applications on Avaya Vantage™ that will provide their customers access to product information, review billing information and support troubleshooting and repair efforts at in store kiosks. This company will be taking advantage of the ability to host and create custom applications on the Avaya Vantage™, a feature that beats the competition

Avaya Vantage™ will also be used by IT and divisional upper management for shared workstations providing telephony, web access (browser) and customer applications to employees for a seamless staff experience.

### Challenges Faced

- No customizable applications
- Flexibility
- Customer experience

### Value Created

- Enhanced customer experience
- Customization
- Seamless staff experience

### Benefits

- Upgraded technology
- Ability to reach internal business initiatives