



Healthcare Provider Seeking Innovation Comes to Avaya for the Right Prescription

Avaya Oceana™ Solution Chosen to Address the Needs of a Growing Healthcare System

A major healthcare provider in South America, committed to quality and efficient care for its patients through innovation and improved processes, has chosen Avaya to transform their customer engagement center. Their existing system lacks the functionality to provide the services required for their clients and align to the aggressive growth plans of the health system. They needed an omnichannel solution which brings multiple communications channels into a unified desktop and reporting system.

An Avaya Oceana™ solution was ultimately chosen to address the needs of this growing healthcare system. The new hosted solution will integrate multiple channels, including voice, SMS, chat and email into a common intelligent routing engine and unified desktop. Specifically the solution is expected to:

- Decrease costs and improve CSAT with 30% increase in self-service for scheduling of appointments and other campaigns within the IVR and outbound applications
- Improve patient responsiveness with reduced agent answer time through CRM integration - with hold times as long as 4 minutes this could equate to over 16,000 hours of time saved for the roughly one million calls received each month.
- Drive innovation, while improving agent efficiencies through alignment to consumer preferences with new applications leveraging chat, email, visual IVR and mobility

With a strategic growth plan in place to double their business over the three next years, the Avaya solution was seen to be an essential piece to enable future operations and acquisitions into the business. The Avaya Breeze™ platform will allow them to easily continue to innovate over the years, incorporate new applications and channels such as social media, video and co-browsing, and whatever else may evolve beyond today's consumer channels.



About Avaya

Businesses are built on the experiences they provide and every day millions of those experiences are built by Avaya (NYSE:AVYA). For over one hundred years, we've enabled organizations around the globe to win—by creating intelligent communications experiences for customers and employees. Avaya builds open, converged and innovative solutions to enhance and simplify communications and collaboration—in the cloud, on premise, or a hybrid of both. To grow your business, we're committed to innovation, partnership, and a relentless focus on what's next. We're the technology company you trust to help you deliver Experiences that Matter. Visit us at www.avaya.com.