



# Avaya OneCloud™ CCaaS

## **Deliver an Effortless Customer Experience with a Hassle-free, Always-on Contact Center**

Avaya OneCloud Contact Center as a Service (CCaaS) is a hassle-free, always-on contact center that delivers a comprehensive, integrated, and open CCaaS architecture with scalability, security and in-depth analytics across the customer journey for a simple and flexible cloud experience.

Avaya OneCloud CCaaS offers a seamless path to the cloud from the trusted contact center leader. Avaya provides all the features your business requires to meet the needs of your customers and employees, using the power and versatility of a true cloud solution.


Avaya OneCloud CCaaS makes it easy for your organization to deliver an effortless customer experience across different channels and devices while helping you maximize employee and team performance.

## **Build Customer Loyalty**

Today's customers want to use their smart phone or tablet to interact with your organization across a variety of voice and digital channels that include web chat, email, text messaging, and more. With Avaya OneCloud CCaaS, you can deliver an effortless customer experience throughout the journey—across different touchpoints and devices. It's intuitive and proactive, offering the consistent, personalized service that's needed to build customer loyalty.

## **Maximize Employee and Team Performance**

Avaya OneCloud CCaaS provides you advanced productivity tools and proactive AI to improve the performance of your contact center. Skills-based routing helps ensure the best customer-employee pairings while employee augmentation can provide real-time prompts and suggestions during interactions. The employee and supervisor browser-based desktop gives your employees the tools they need—at their fingertips when they need them, and out of the way when they don't. The intuitive, unified experience speeds user adoption with little to no training required.



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## Put Avaya to Work for Your Business

- **Access all capabilities** with no additional hardware or software and get new features and upgrades as they become available.
- **Scale easily** when you need it.
- Extend your capacity to **support remote offices and work-at-home employees** without compromise.
- Rest easy with **worry-free deployment**; you care for your customers, rely on Avaya to care for your customer communications environment.

### Key Capabilities

**Self-Serve Administration** – Stay in control by building and configuring Avaya OneCloud CCaaS to fit your business needs.

**Browser-based Desktop** – Improve customer responsiveness, employee productivity and the customer experience by empowering your team to serve voice and digital customer interactions on a browser desktop. Use the built-in web-based phone app to receive inbound calls, make outbound calls, transfer calls, conduct conference calls, make a consultative call with the customer on hold, change employee states, employ click-to-dial, and more.

**Voice** – Get all the call distribution features you expect, including skills-based routing, enhanced transfer and conference, and historical and real-time reporting.

**Digital Channels** – Enable your customers to interact easily with your organization across multiple digital channels (email, web chat, Short Message Service (SMS), Multimedia Messaging Service (MMS)) while empowering your employees to manage all digital interactions through one single desktop.

**Voice-to-Text Transcriptions** – Powerful, AI-driven end-to-end voice-to-text transcriptions can help substantially increase employee performance in real-time by delivering prompts, initiating workflow actions, and enhancing compliance based on words or phrases spoken by customers. Reduce employee after call work by up to 65% by automating post-call disposition reporting into your CRM system.

**Interactive Voice Response (IVR)** – Facilitate an effortless customer experience by enabling customers to complete all or part of their voice inquiry using touch tones. Make pre-recorded announcements on frequently requested departments, hours of operations, promotions, alerts and more.

**Call Recording** – End-to-end, Advanced Encryption Standard (AES) 256-bit encryption, dual channel recording captures customer contacts in their entirety, including the initial IVR experience, hold time, customer-employee interactions and any transfers and conferences. Supervisors can employ an advanced search engine to locate calls easily using metadata parameters, while employees can restrict the capture of sensitive information.



**In less than a week, Avaya deployed a fully cloud-based Software-as-a-Service solution enabling employees including contact center agents to work from home. Avaya CCaaS allowed Hydro Ottawa to make this seamless transition with no interruption of service, ensuring customers could continue to communicate with the company while also facilitating the safety of employees.”**

—Mark Fernandes, Chief Information Officer, Hydro Ottawa.

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**Screen Recording** – Capture desktop screen activity to gain a better understanding on how employees use web chat, email and other business applications to serve customers. Identify opportunities for process improvements that help increase customer satisfaction, reduce costs, uncover system breakdowns, and expose unauthorized personal activity.

**Compliance** – Enhance Payment Card Industry (PCI) and Health Insurance Portability and Accountability Act (HIPAA) security and compliance practices with data redaction capabilities.

**Live Monitoring** – Help supervisors continually promote a more consistent and reliable customer experience by listening to customer calls and, when needed, join the customer conversation.

**Quality Management** – Supervisors and quality assurance employees can review individual interactions and obtain vital information to evaluate employee performance, identifying performance deviations, skill gaps and deficiencies in service processes that can be addressed through coaching, and training and process improvements.

**Coaching** – Coaching and eLearning tools provide a framework for supervisors to build personalized training programs and deliver this training content directly to the employee desktop to improve their knowledge, skills, and productivity.

**Scheduling** – Optimally plan, forecast, and schedule your staff to help achieve service goals, maximize capacity, reduce costs, and increase revenue.

**Surveys** – Engage customers immediately following their interactions with employees using surveys to help you understand how close you are to customer perceptions on your products and services.

**Unified Reporting** – Historical and real-time reporting provides easy-to-read information across voice and digital interactions on Key Performance Indicators (KPIs) to help reduce the time spent preparing and analyzing data.

### It's Easy to Get Started

Pick an application option that's right for your organization and visit the [Avaya Storefront](#) to get started.

	Voice	Digital
<b>Self-Serve Administration</b>	X	X
<b>Browser-based Desktop with Web Phone App</b>	X	X
<b>Business Voice</b>	X	X
<b>Voice Routing - Skill</b>	X	X
<b>Interactive Voice Response</b>	X	X
<b>Call Recording</b>	X	X
<b>Compliance</b>	X	X
<b>Live Monitoring</b>	X	X
<b>Unified Reporting</b>	X	X
<b>Digital Channels</b>		X
<b>Digital Routing – Skill</b>		X
<b>Quality Management</b>		X
<b>Coaching</b>		X
<b>Scheduling</b>	*Extended Features	
<b>Surveys</b>	*Extended Features	
<b>Voice-to-Text Transcription</b>	*Extended Features	

\*Not included in Bundle pricing



## About Avaya

Businesses are built by the experiences they provide, and every day millions of those experiences are delivered by Avaya Holdings Corp. (NYSE: AVYA). Avaya is shaping what's next for the future of work, with innovation and partnerships that deliver game-changing business benefits. Our cloud communications solutions and multi-cloud application ecosystem power personalized, intelligent, and effortless customer and employee experiences to help achieve strategic ambitions and desired outcomes. Together, we are committed to help grow your business by delivering Experiences that Matter. Learn more at [www.avaya.com](http://www.avaya.com).