

Avaya IX Workforce Engagement

IX Workforce Engagement in Avaya OneCloud



Transforming Customer and Employee Engagement in Avaya OneCloud

Organizations need to do all they can to positively impact customer acquisition, satisfaction and loyalty. Workforce Engagement can be a powerful tool for consistently delivering high quality experiences by creating synergy between people and processes.

With more than 5,000 customers across the world, IX Workforce Engagement delivers a wealth of key capabilities to help organizations transform employee and customer engagement.

IX Workforce Engagement is now available in Avaya OneCloud so you can take advantage of the latest technology with fewer IT resources and upfront costs than traditional, premise-based software deployments.

IX Workforce Engagement in Avaya OneCloud is an ideal option for premise-based IX Workforce Engagement customers that may lack the time and resources to migrate to the most current software release.

And there is no need to settle for limited functionality. IX Workforce Engagement offers full-featured, unified solutions to meet your organization's unique needs and budget, whether you're a large, multinational enterprise or small to midsize business.

With IX Workforce Engagement in Avaya OneCloud, you can implement a comprehensive end-to-end customer engagement strategy to help make your business a customer's first choice.



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Why IX Workforce Engagement in Avaya OneCloud

Generate Fast Return on Investment

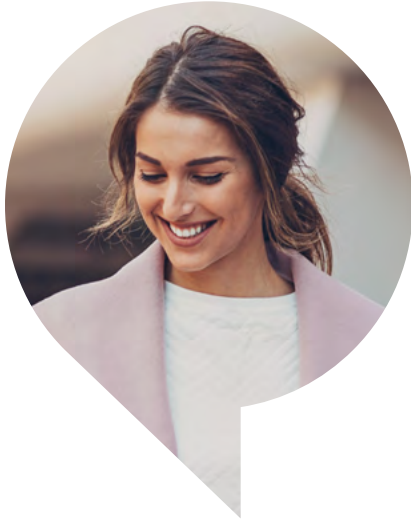
- Pay only for what you need; choose the service package that meets your business requirements
- Minimize upfront investment
- Take advantage of usage-based pricing
- Quickly add new functionality as it is needed
- Get fast deployment and onboarding

Improve Customer Engagement and Productivity

- Securely capture, analyze and store customer interactions to pinpoint areas of excellence and guide improvements
- Help every agent become a superstar through interaction evaluations
- Manage staffing costs as you build more accurate staffing schedules using historical data

Simplify Operating Environment

- Choose Public or Private Cloud
- Get the security, availability and flexibility you desire and deserve
- Dynamic elastic scaling and rapid provisioning
- Eliminate maintenance downtime
- Get automatic software updates and upgrades



Help make every agent a superstar by selecting and evaluating large numbers of interactions across communications channels based on business relevance, employee performance and customer input

Key Capabilities at a Glance

Call Recording – A full-time, enterprise recording and archiving solution to help enhance industry compliance and support customer engagement management.

Screen Recording – An undetectable back-end process that captures desktop screen activity during customer interactions. Used in the contact center and the back office, it gives organizations a true picture on how well agents and other employees use Web chat, e-mail and other business applications to serve customers.

Quality Management – Help make every agent a superstar by selecting and evaluating large numbers of interactions across communications channels based on business relevance, employee performance and customer input.

Coaching – Out-of-the-box workflow for scheduling, delivering and tracking coaching that's integrated with individual quality monitoring evaluation scores to help your organization develop and enhance agent skills.

eLearning – Deliver coaching lessons and training to agents directly to their desktop.

Performance Management – Set and communicate goals across the organization, and measure performance against them; make corrections as needed based on actionable insights.

Workforce Management – Plan, forecast and schedule your team to help achieve service goals, maximize capacity, reduce costs and increase revenue across the contact center, branch and back office operations.

Speech Analytics – Transcribe and analyze 100 percent of recorded calls to help surface valuable intelligence. Automatically discover and analyze words, phrases, categories and themes spoken during calls to reveal rising trends and areas of opportunity or concern.

Customer Feedback – Engage customers immediately following their interaction with agents via short, dynamic surveys. Tie customer feedback with quality monitoring results to really understand how close you are to customer perceptions on your products and service.

Desktop and Process Analytics – Gain visibility into how employees use different systems, applications, and processes to perform work. Identify opportunities to enhance compliance and overall efficiency, cost, and quality of customer service.



Choose the Service Package and add-on applications that align with your business objectives

Choose from Four Convenient Service Packages

	Recording Package	Quality Management Package	Workforce Management Package	Workforce Engagement Package
Call Recording	X	X		X
Screen Recording	X	X		X
Quality Management		X		X
Performance Management		X		X
Coaching		X		X
eLearning		X		X
Forecasting and Scheduling			X	X
Speech Analytics	Optional Add-On			
Customer Feedback	Optional Add-On			
Desktop and Process Analytics	Optional Add-On			

Learn More

To learn more about IX Workforce Engagement, contact your Avaya Account Manager or visit us at www.avaya.com.

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.

