Since the global pandemic, automation and self-service around curbside notification has become critical to customer success and loyalty!

The ongoing effect of the pandemic is impacting business everywhere around the world. No matter where you are or what industry you work in, the effects of social distancing and stay at home mandates have brought lasting changes and new challenges. Traditional brick-and-mortar retailers are feeling the pain of reduced business. Retail stores are looking for additional ways to protect their workers and customers as they provide the services and items customers need.

Curbside Notification Benefits

- Allows customers to pickup orders without leaving the car.
- Provides the convenience of ordering online without the inconvenience of waiting for home delivery.
- Ensures that purchases are received and not at risk of porch robbery.
- Creates a touch point for retailers and customers that enhances loyalty.
- Protects against margin erosion from delivery costs.
Why you need a curbside notification solution now

- Customers are expected to favor retailers that provide a great curbside notification experience and a safe shopping environment.
- Businesses can safeguard themselves from unpredictable shopping restrictions brought on by future outbreaks.
- Customer experience is extremely important for continued loyalty.

How Avaya OneCloud™ CPaaS can help

- Solutions that enhance customer and employee experience can typically be deployed within hours or days by leveraging already built applications.
- Voice and Text AI Virtual Assistants can be added to existing phone numbers so customers can continue to reach you the same way they always have.
- Customers never experience busy signals or unanswered calls because cloud services scale up to meet peak demand, no matter how high.
- AI Virtual Assistants automate calls so that contact center agents can focus on the most critical calls.

Avaya OneCloud™ CPaaS additional value

- Consumption based model where you only pay for what you use.
- Multi-experience communications to drive better customer outcomes.
- Platform as a Service / Software as a Service framework allows for easy integration with business systems and 3rd party solutions.

There is intense competition among retailers to who can provide an efficient and effective curbside notification experience. Avaya OneCloud™ CPaaS helps make the interaction smooth and simple for both customers and businesses. The process can be automated as much or as little as wanted. End-to-end automation with AI Virtual Agents is possible. Features such as customer arrival time estimation and geo fencing can help perfectly time curbside pickup notifications just as customers arrive.

A great customer experience that is seamless and simple will improve satisfaction and loyalty because it provides what customers value most.

To learn more about the Avaya Virtual Agent for curbside notification visit us online at www.avaya.com

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. www.avaya.com.