It’s about the natural human connection experience. More meaningful relationships drive experience excellence. Deliver the new standard for your employees and customers everywhere in your business.

Whether human or automated, digital or physical, routine or sophisticated – create natural connections and deliver CX Excellence.

All employees are ambassadors of your brand, not just those in the contact center.

The problem isn’t lack of data; it’s turning that data quickly into actionable insights for positive business results.

Ability to translate data into actionable insight at right time

Data accessibility (right data to right people at right time)

Ability to access & use all available data in seamless fashion

Importance

83%

81%

82%

73%

Sources:

• Digital Transformation: The Key to Getting it Right, IDC research commissioned by Avaya, March 2018

• SuperServe: Building Customer and Employee Experiences, 8 Strategies for the Future, Davies Hickman Partners research commissioned by Avaya, August 2018

• Digital Transformation: The Key to Getting it Right, IDC research commissioned by Avaya, March 2018

• Putting the Back Office Front and Center in Your CX Program, Nancy Porte, February 22, 2018


73%

Back office errors or delays are the 2nd biggest influencer of customer dissatisfaction

Only 20% of back offices receive automated alerts when service goals are at risk

Real-time insight, not data, drives right actions

The problem isn’t lack of data; it’s turning that data quickly into actionable insights for positive business results.

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Learn More

In today’s highly competitive landscape, businesses need to deliver seamless, personalized customer service. At a time when the expectations of customers have never been higher, it’s crucial to get the details right. Therefore, it’s more important than ever to be efficient and productive in the back office. At Avaya, we believe it’s time to move beyond silos and siloed decision making to bring in real-time, actionable intelligence that can be used to drive the Customer Experience.

Channel independence facilitates natural connections

 Enterprises serve customers, not “just” contact centers

Real-time dashboards provide valuable insights that your CX management team can act on. IT can enjoy using existing investments. Collect the data and purposefully use it to create real impact.

Businesses are built on the experiences they provide, and every day millions of those experiences are built by Avaya. For over one hundred years, we’ve enabled organizations around the globe to win – by creating intelligent communications experiences for customers and employees.

Our guiding principles are the foundation to help organizations do the same:

• Make every customer experience a great one

• Build loyalty and value with every customer experience

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.

Let us help you create experiences that build customer loyalty and brand leadership. Visit us at avaya.com.