2018 State of the Business Communications Desktop

Current Business Communications Device Usage

- 55% use a desktop phone
- 32% personal mobile device
- 12% shared desktop phone
- 13% other

Top 5 Business Communication Wants

- Quality (Audio/Video) 33%
- One Touch Access 32%
- Ability to Text and Chat 31%
- BE Like Their Personal Smartphones 25%
- BE Able to Personalize 24%

Expected Impact of Desktop Device Personalization

- Lower Stress 43%
- Increased Productivity 42%
- Improved Ability to Serve Customers 28%
- Higher Satisfaction 19%
- More Collaboration with Colleagues 18%

Given the Choice, Business Communications Would Prefer to Use

- Dedicated desktop phone with headset 27%
- Cordless desk phone with optional handset 15%
- Speaker phone 13%
- PC phone with headset 13%
- Shared desktop phone 7%
- No preference 26%

Avaya Desktop Experience Delivers!

- Delivers the technology that today’s workforce needs and expects
- Quality based on 100 years of experience / over 130 million phones shipped
- Enables omnichannel communications
- Brings everything the cloud offers into full view!

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