

Avaya OneCloud

Avaya OneCloud IX Contact Center



Supporting the Customer Experience in OneCloud

Avaya OneCloud IX Contact Center is a cloud-based Contact Center as a Service (CCaaS) designed for the customer experience needs of small and medium size enterprises.

It offers a comprehensive, integrated and open CCaaS architecture with scalability, security and in-depth analytics across the customer journey, delivering a simplified and flexible cloud experience. Avaya OneCloud IX Contact Center offers a seamless path to the cloud with some of the best customer experience support tools from one of the industry leaders. Avaya provides you all the essential features your contact center requires, using the power and versatility of a true cloud solution with a low total cost of ownership and easy migration.

Cloud at Your Own Pace

Whether you currently use Avaya solutions or are considering Avaya for the first time, the prospect of moving to the cloud can seem daunting. With cloud quickly becoming the best option for a flexible customer experience environment, the key is to get there without disrupting your business.

What if you can make the transition at a pace that works for you? With Avaya OneCloud IX Contact Center, you can. This solution delivers unlimited scalability, powerful features and higher reliability, all at a lower cost than comparable premise-based solutions.

A Full Feature Cloud-based Contact Center as a Service Solution

- True multi-tenant customer experience
- Flexible deployment options
- Scalable for seasonal spikes
- Usage-based pricing

True Cloud-First Solution

Avaya OneCloud IX Contact Center is a pure cloud experience for you and your customers. You can access all of our features with no additional hardware or software. With Avaya, you get all the security, reliability, scalability and agility of a true cloud platform with none of the disruption and migration hurdles of other cloud provider solutions.

Get the Best of All Worlds

For many organizations running Avaya infrastructure, a cloud-native solution offers the best mix of risk-management, scalability, cost efficiency and business agility. Avaya OneCloud IX Contact Center gives you the best of all worlds—the Avaya you know, truly cloud-enabled, and at a cost aligned with your budget.

- **Delight your customers**
Interact with your callers how they choose, and see it all in a single view.
- **Empower your agents**
Improve agent efficiency with advanced productivity tools and proactive artificial intelligence (AI) assistance. No retraining required!
- **Advance the business**
Gain unmatched visibility into conversations using AI and advanced analytics.

Advantages of Avaya OneCloud IX Contact Center

We are the only platform that can combine the familiar Avaya scalability and flexibility with rich contact center capabilities, comprehensive analytics, and powerful agent tools, all served from a reliable, security tested cloud. Moving into Avaya OneCloud can help you improve customer engagement performance, and customer satisfaction as well as control costs. Migrate to the cloud with confidence and never miss a beat: all at your own pace. Move call traffic to the Avaya cloud gradually or all at once.

The Avaya platform is designed and deployed to provide 99.9% availability through geographically distributed locations, networks, and servers. The Avaya OneCloud IX Contact Center is architected with fully redundant, horizontally scalable nodes with automated replication processes in place to maintain data integrity across all nodes and locations. Data replication allows for real-time access to copies of data as well as ability to access data if there is a node failure. A globally unique ID on metadata helps maintain data integrity.

Support thousands of agents or a few hundred. With Avaya OneCloud IX Contact Center, there's no need to store unused licenses for occasional peaks. Your volume is always covered and you never pay for unused capacity.

Bring the full power and versatility of Avaya OneCloud to your business. An all-in-one unified solution, Avaya OneCloud IX Contact Center requires no patchwork, third party tools or license fees. Features include E911 support, end-to-end call recording and screen capture, real-time transcriptions, reporting and analytics, intelligent voice response, and supports work-from-home agents.

Transition to the cloud with no infrastructure expense and minimal operating costs. Replace your on-premise equipment with a fully integrated Avaya OneCloud IX Contact Center solution at your own pace, while preserving skills and increasing your savings.



“We chose this solution because of the platform’s exceptional ability to scale for spikes in capacity. The ability to easily double or even triple a client’s agent workforce on a daily, weekly or monthly basis is hugely beneficial and highly efficient.”

—Fortune 500 company CIO

The Power of Avaya OneCloud IX Contact Center

The Avaya OneCloud IX Contact Center brings agility and flexibility to your customer experience operations by allowing you to rapidly turn on the latest Avaya capabilities, while scaling up or down your usage based on demand.

Full Avaya functionality — Avaya OneCloud IX Contact Center supports all standard ACD features, including skills based routing, enhanced transfer and conference, and historical and real-time reporting.

Deployment flexibility — Transition to the cloud faster with a choice of deployment options. Whether you start with only a few agents in a single process, a single location, or your complete operation, Avaya has you covered.

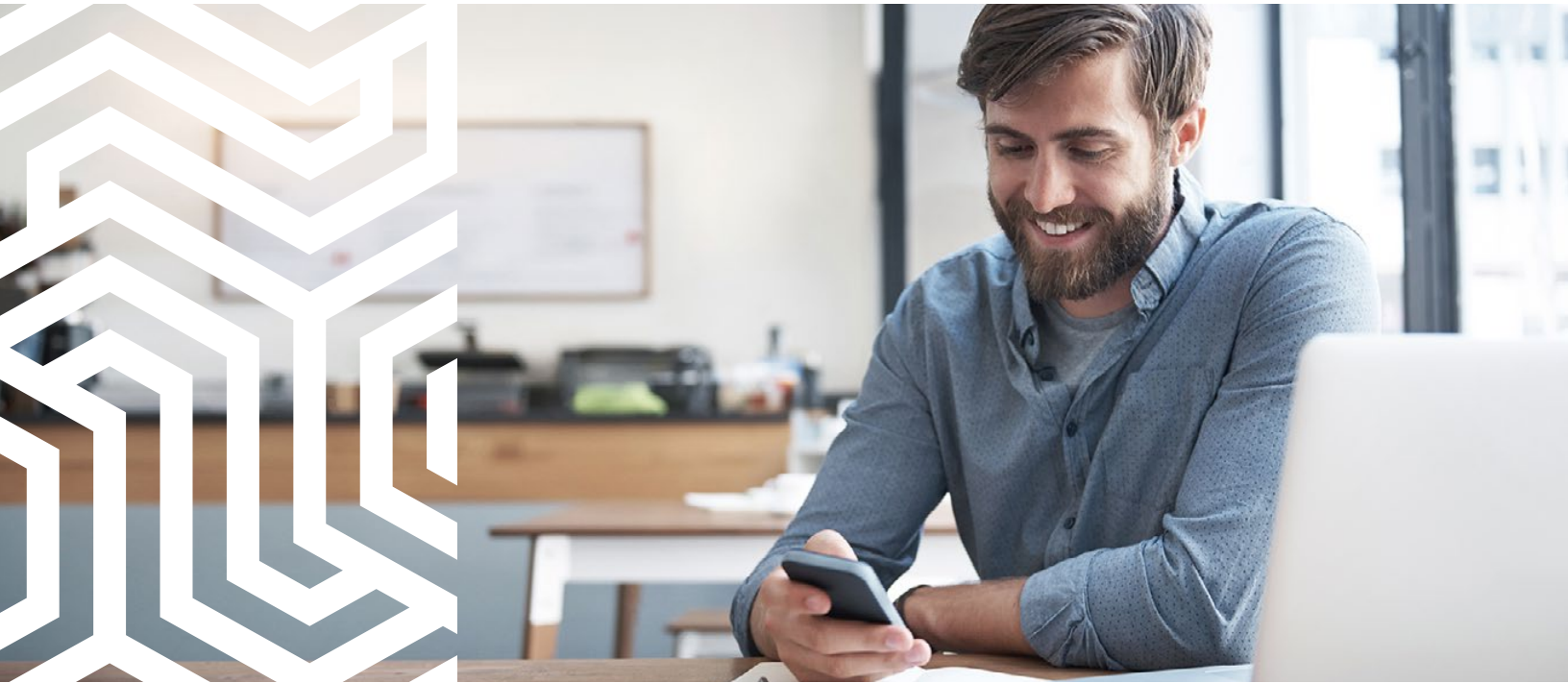
Usage-based pricing — Reduce costs by paying for only what your business consumes. Idle capacity is available in Avaya OneCloud IX Contact Center to absorb your bursting and seasonal flexing demands.

100% call recording — Say goodbye to third-party call recording fees. Avaya’s true cloud-based, dual-channel recording captures customer contacts in their entirety, including the initial IVR experience, hold time, customer-agent interactions and any subsequent transfers and conferences.

Intelligent voice response (IVR) — Dual-Tone Multi-Frequency (DTMF) and uncommonly accurate technology can enhance customer satisfaction and increase contact center productivity by helping greatly improve containment rates and reduce opt outs.

Workforce engagement and performance management — Gain a unified agent experience with Avaya OneCloud IX Contact Center and elevate agent performance with advanced real-time quality monitoring, coaching, training, “whisper and barge” capabilities and a unified supervisor experience. Record all interaction elements, including screen capture and voice recordings. You get all the tools agents need to be effective, available at their fingertips when they need them – and out of the way when they don’t.

Optional post-call surveys — Available anywhere in the call flow. Configurable as caller opt-in or agent-prompted. Supports DTMF or speech.



Put Avaya to Work in Your Business

- Burst into Avaya OneCloud when you need additional capacity for your on-premise configuration for seasonal and campaign spikes.
- Migrate to the Avaya cloud and eliminate CapEx while keeping your familiar style reporting.
- Extend your capacity to support remote offices and work-at-home agents by rapidly onboarding them to Avaya OneCloud IX Contact Center.

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.

