EXPERIENCE
AVAYA | 2018
SHAPING
INTELLIGENT CONNECTIONS
barphone
S.A.
UC & CC Cloud Solutions
Powered by Avaya

# WHAT WE HEAR FROM ORGANIZATIONS LIKE YOURS…

*"We have more communication…but fewer people to handle it."*

*"Our people need to work from anywhere…but we can't effectively support it…we don't know who's available or how best to reach them."*

*"…We rely on voice, e-mail, IM, mobile, etc., but they don't work together."*

*"We are paying more for communications, but customer calls and messages are still falling through the cracks."*

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# TRANSFORMING YOUR BUSINESS

## CEO

- Grow my business
- Save me money
- Future proof
- Improve productivity
- Time to market

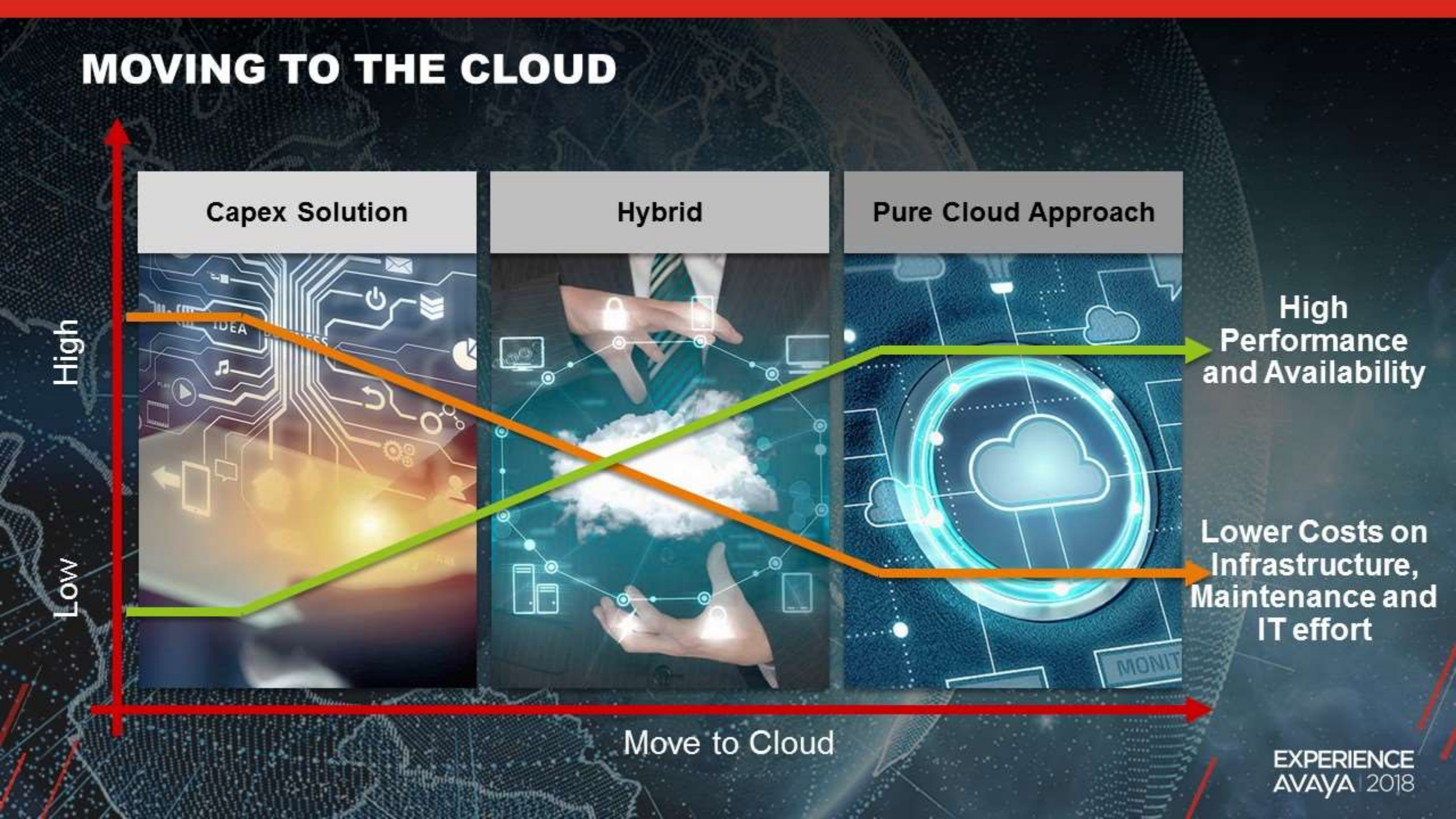
## IT Operations

- Easy Hybrid Delivery options
- Integrate with/reuse what I have
- Add mobility securely

## LOB Managers

- Increase customer sat, Improve CX
- Show me how to use it, not how to build it

# MOVING TO THE CLOUD



# TRANSFORMING YOUR BUSINESS

**Team Engagement:**

- High Productivity
- Lower Costs
- High Availability
- Collaborative Tools

AVAYA
IP Office Cloud

**Mobile Workforce**

- BYOD
- Work from anywhere
- Seamless Handover

**Connects you with your customers:**

- Uses the methods they want – voice, SMS, web chat, email, fax, social media

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# PAY PER ROLE AND USAGE

## OFFICE WORKER

- Range of Phones
- Rich Features
- Same as on Premise

AVAYA

IP Office Cloud

## POWER USER

- BYOD
- Work from anywhere
- Collaboration Tools

## CUSTOMER SERVICE

- All channels
- Rich Reporting
- Easy integration

AVAYA
equinox™

- Consistent, Cross Platform User Experience
- Voice and Video
- IP Office SIP Telephony Features
- Instant Messaging & Presence
- Calendar Integration
- Zang Spaces Dashboard
- Automatic Deployment and Configuration

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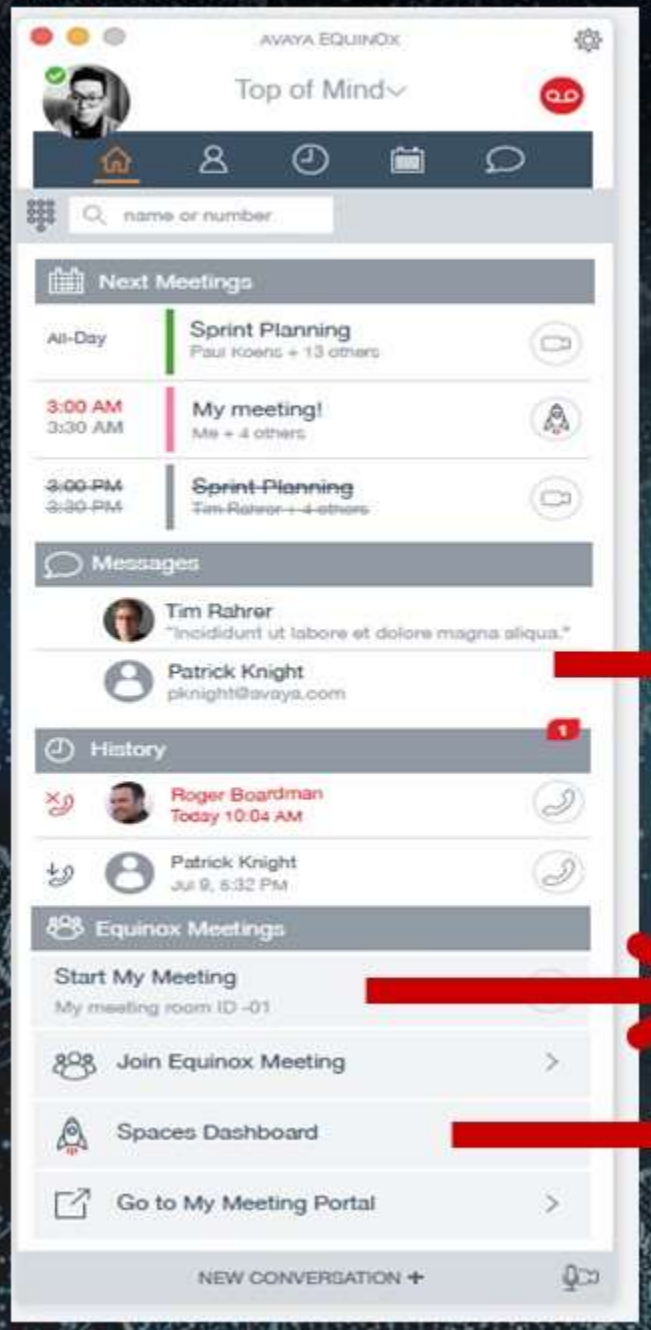
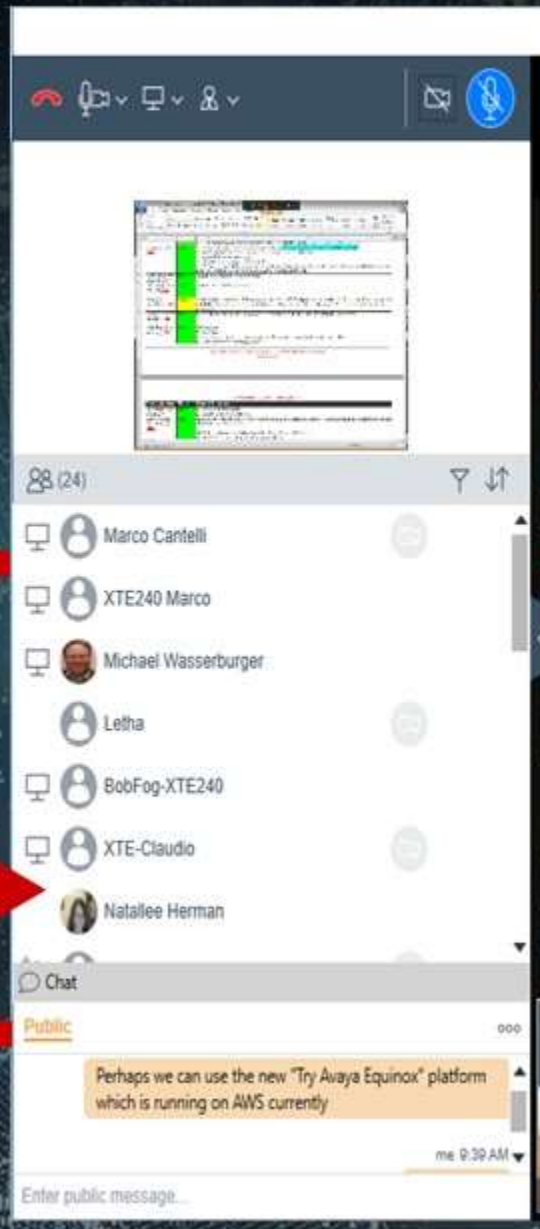
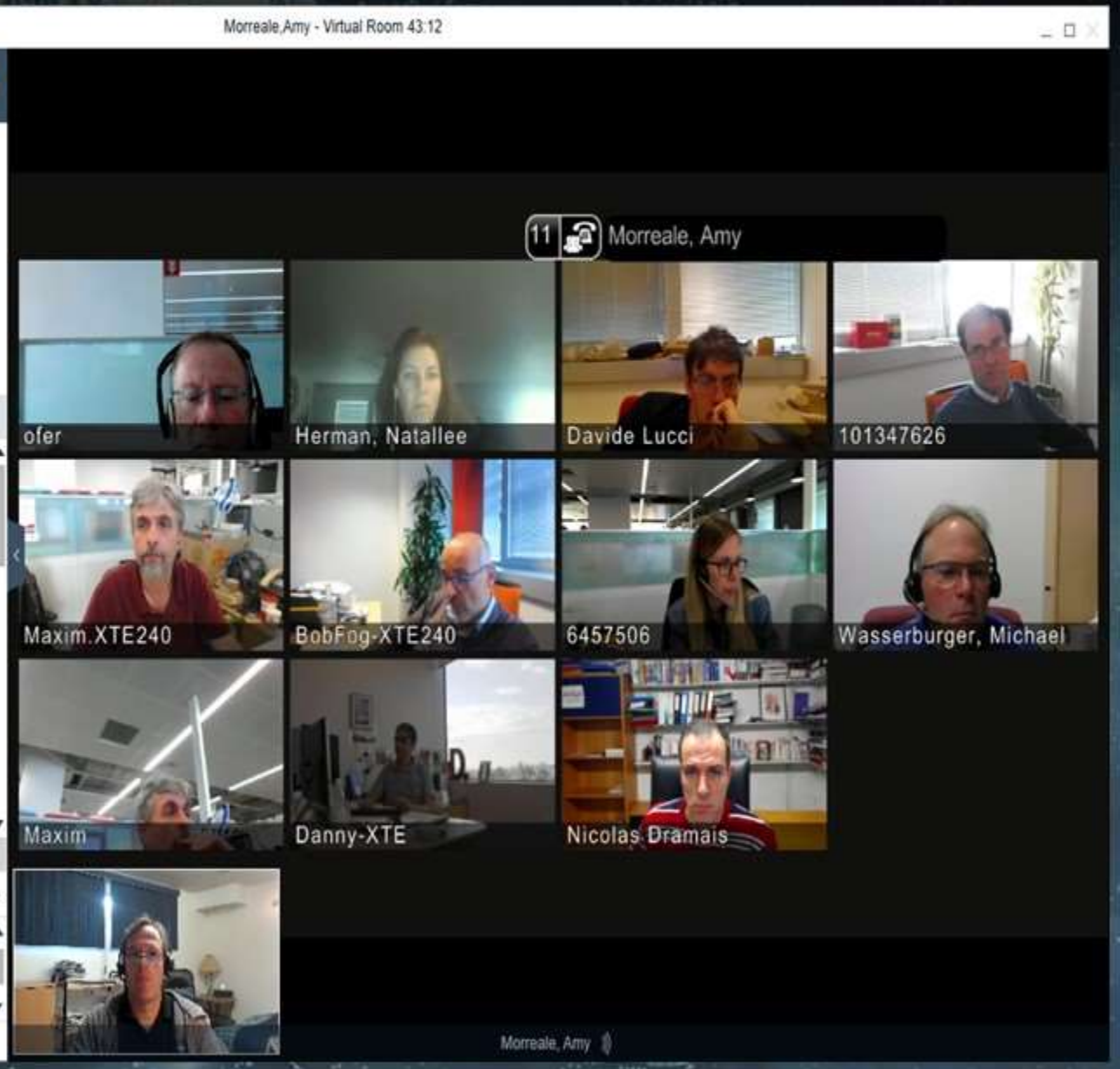

AVAYA EQUINOX
Top of Mind
name or number
Next Meetings
All-Day
Sprint Planning
Paul Koens + 13 others
3:00 AM
3:30 AM
My meeting!
Me + 4 others
3:00 PM
3:30 PM
Sprint Planning
Tim Rahrer + 4 others
Messages
Tim Rahrer
"Incididunt ut labore et dolore magna aliqua."
Patrick Knight
pknight@avaya.com
History
Roger Boardman
Today 10:04 AM
Patrick Knight
Jul 9, 6:32 PM
Equinox Meetings
Start My Meeting
My meeting room ID -01
Join Equinox Meeting
Spaces Dashboard
Go to My Meeting Portal
NEW CONVERSATION +


(24)
Marco Cantelli
XTE240 Marco
Michael Wasserburger
Letha
BobFog-XTE240
XTE-Claudio
Natallee Herman
Chat
Public
Perhaps we can use the new "Try Avaya Equinox" platform which is running on AWS currently
me 9:39 AM
Enter public message...


Morreale,Amy - Virtual Room 43:12
11
Morreale, Amy
ofer
Herman, Natallee
Davide Lucci
101347626
Maxim.XTE240
BobFog-XTE240
6457506
Wasserburger, Michael
Maxim
Danny-XTE
Nicolas Dramais
Morreale, Amy

# AVAYA'S COMPLETE DESKTOP EXPERIENCE

## ESSENTIAL EXPERIENCE

Desktop devices that are modern, connected, and personalized

## CONFERENCING EXPERIENCE

Simple and Seamless group conferencing solutions

## VANTAGE EXPERIENCE

Connects the desktop with all the cloud has to offer

## APPLICATIONS

Developed by Avaya and Barphone

## MOBILE EXPERIENCE

Mobilizing your workforce with purpose-built devices and applications

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# DESKTOP EXPERIENCE

## J129 IP PHONE

Cost effective, entry level

Designed for **public or walk-up locations** such as lobbies, hotels, meeting rooms, student dormitories, retail or **any user with basic communication needs**

## J139 IP PHONE

Cost effective, entry level

Designed for **users that make a low number of calls** and need a **minimal IP Office feature set**.

## J169 IP PHONE

Addresses the need for everyday voice communications.

Designed for knowledge workers that need the **full range of IP Office features.**

## J179 IP PHONE

Addresses the need for everyday voice communications.

Designed for knowledge workers that need the **full range of IP Office features.**

# VANTAGE EXPERIENCE

AVAYA vantage™

Android 8.0

8” TFT touch screen

- Wifi & Hotspot
- Bluetooth
- Usb Charger port
- High Acoustic
- Corded / Cordless Handset
- Video Camera
- Google Play Store Apps
- Equinox Integrated

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# CUSTOMIZING VANTAGE EXPERIENCE

AVAYA vantage™

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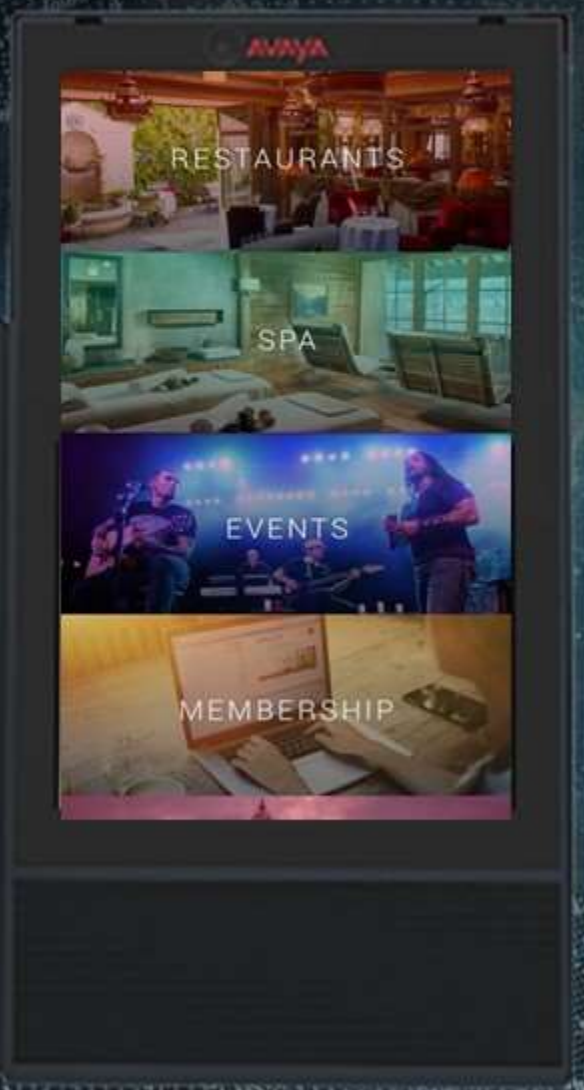
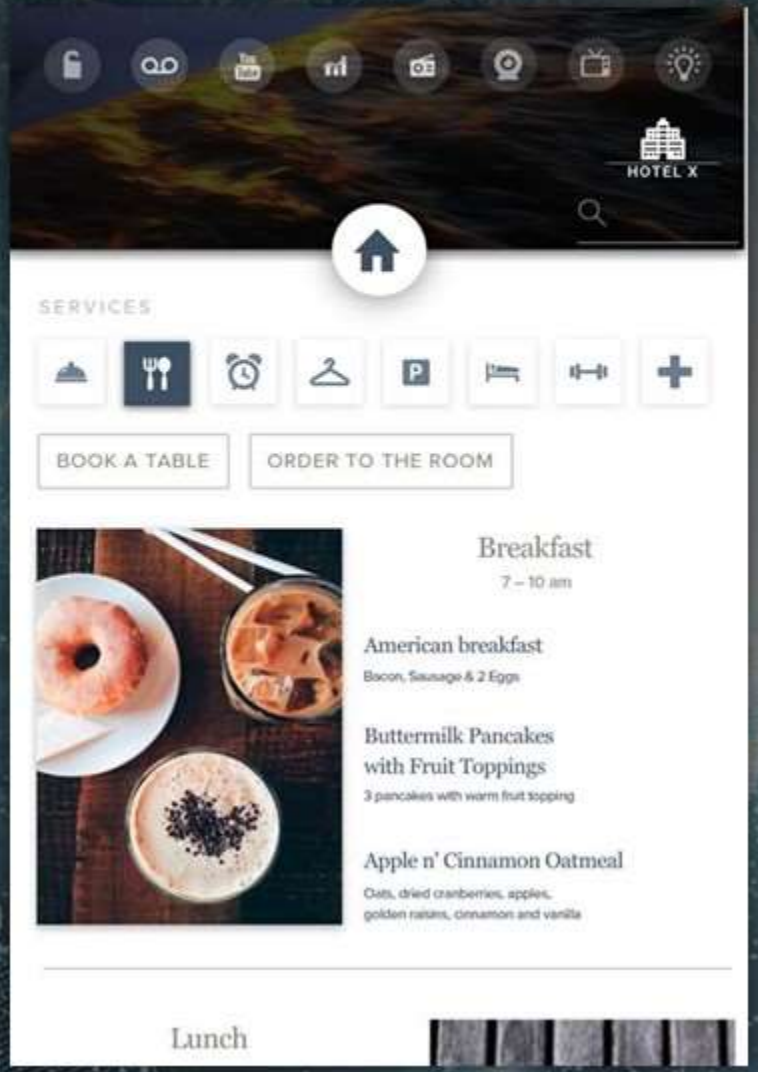
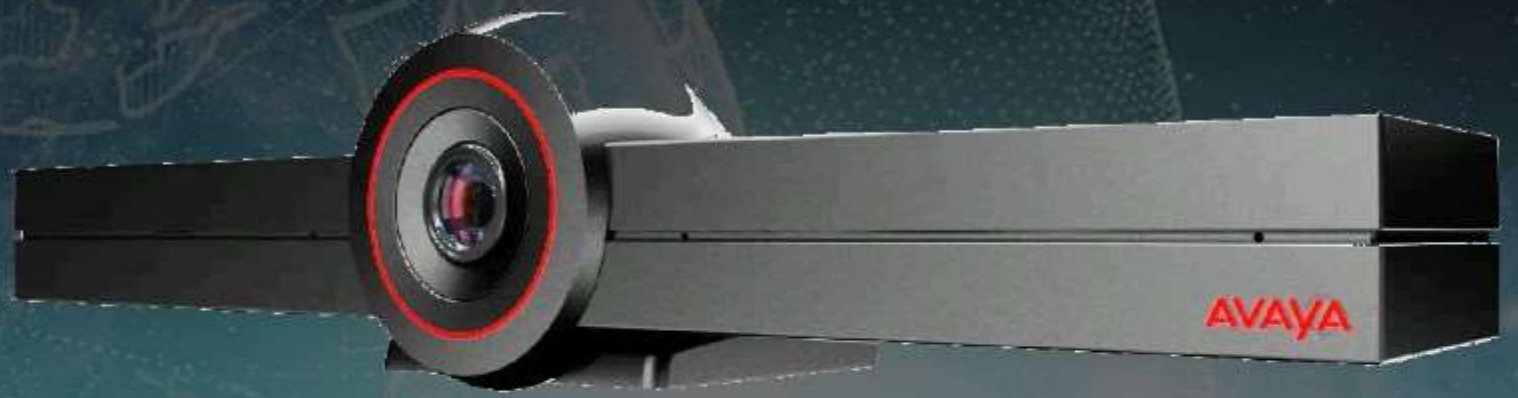


# AVAYA HUDDLE ROOM

## Featuring Avaya *Equinox*™ and CU-360

Smart collaboration for geographically dispersed work groups!




- *Enterprise class for any size business*
- *Ideal for small factor meeting rooms*
- *Open and Cloud integrated*
- *Equinox™ native smart collaboration*
- *Easy to set up and use*
- *Supports Skype for Business & WebEx*

# CONTACT CENTER IN THE CLOUD

**Integrated Multichannel Customer Contact**
Voice, Email and web chat

**Telemarketing and Outbound Campaigns**
Productively use agent 'down time' to automatically make outbound calls to customers and prospects

**Interactive Voice Response**
Make announcements and offer self service to answer "simple" inquiries and free agents to address tougher inquiries

**Easy CRM Integration**
Personalize customer engagements and streamline the customer journey with simplified integration to CRM packages like Salesforce and SAP

- Voice
- Email
- Web Chat
- Social Media

**Universal Queue**

**Media-specific Skills-based routing**

**Contact Center Resources**

- Agent
- Agent Groups
- External Destination
- Waiting Announcements
- IVR
- Outbound Dialer

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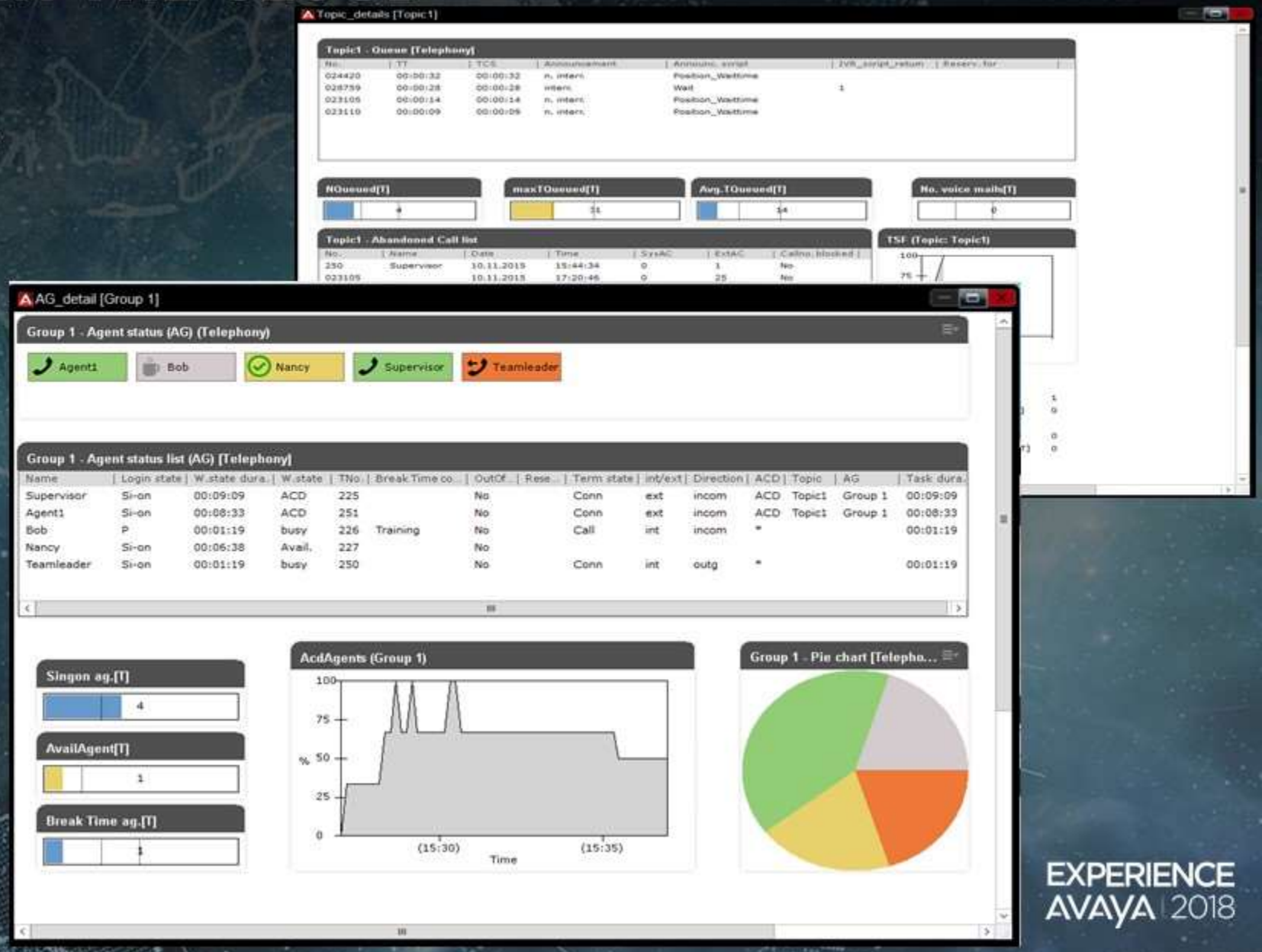
# CONTACT CENTER IN THE CLOUD

- Thin or Thick Agent Desktop
- Outbound Campaigns
- RealTime Dashboards and Wallboards
- Customer History
- Voice Recording
- Intelligent Routing & IVR
- Text to Speech and Natural Speech Recognition
- Seasonal Pay per Usage

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## Pure Cloud Approach

# PUBLIC & HYBRID CLOUD

- Retain local survivability
- Da aCenter as Primary or DR
- 
- 
- Retain Service Provider and Numbers
- Host Business Application on Top

**Choose your own Topology**

## Hybrid

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LAMDA HELLIX
DATA CENTERS

- Largest Datacenter Campus in SouthEastern Europe
- 100% availability for more than 15 years
- Tier III Certified
- Awarded Colocation Services
- Preventive & Predictive 24X7 Monitoring
- Integrator for Infrastructure & Connectivity

- Carrier Neutrality
- Cross Connect with all Operators, Providers and Exchanges (GR-IX)
- Platform Independent
- Tailor Made Customer Solutions
- Scalability & Performance
- Security

Cloud Your Way