

**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."



TRANSFORMING YOUR BUSINESS

Add Employees

Add Mobility

Customer Experience

Seasonal Workforce

Cloud Economics

On-Prem

Hybrid

Add multiple locations

Add Integrations

Remote Workforce

Hosted Business Apps

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

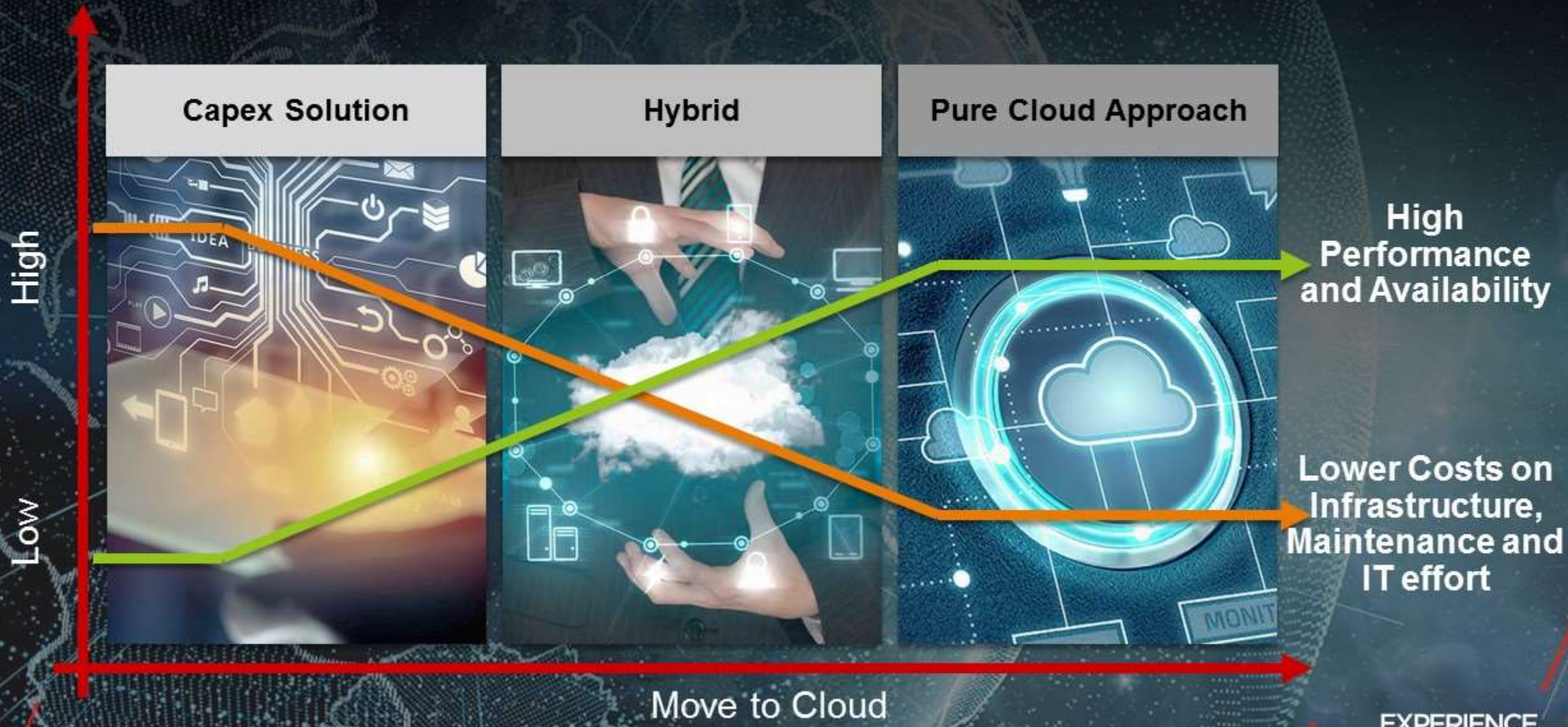
▶ Add mobility securely

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



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



PAY PER ROLE AND USAGE



OFFICE WORKER

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



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

EXPERIENCE
AVAYA | 2018

AVAYA EQUINOX VIRTUAL MEETING

AVAYA EQUINOX

Top of Mind

name or number

Next Meetings

- All-Day **Sprint Planning**
Paul Koens + 13 others
- 3:00 AM **My meeting!**
Me + 4 others
- 3:00 PM **Sprint-Planning**
Tim Rahrer + 4 others

Messages

- Tim Rahrer
"Incididunt ut labore et dolore magna aliqua."
- Patrick Knight
pknight@avaya.com
- Roger Boardman
Today 10:04 AM
- Patrick Knight
Jul 9, 5:32 PM

Equinox Meetings

- Start My Meeting
My meeting room ID -01
- Join Equinox Meeting
- Spaces Dashboard
- Go to My Meeting Portal

NEW CONVERSATION +

Morreale, Amy - Virtual Room 43.12

11 Morreale, Amy

ofer Herman, Natalie Davide Lucci 101347626

Maxim.XTE240 BobFog-XTE240 6457506 Wasserburger, Michael

Maxim Danny-XTE Nicolas Dramais

Public

Perhaps we can use the new "Try Avaya Equinox" platform which is running on AWS currently

me 9:39 AM

Enter public message...

Participants list (24):

- Marco Cantelli
- XTE240 Marco
- Michael Wasserburger
- Letha
- BobFog-XTE240
- XTE-Claudio
- Natalie Herman

AVAYA'S COMPLETE DESKTOP EXPERIENCE

ESSENTIAL EXPERIENCE

Desktop devices that are modern, connected, and personalized



VANTAGE EXPERIENCE

Connects the desktop with all the cloud has to offer



APPLICATIONS

Developed by Avaya and Barphone

CONFERENCE EXPERIENCE

Simple and Seamless group conferencing solutions



MOBILE EXPERIENCE

Mobilizing your workforce with purpose-built devices and applications



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™

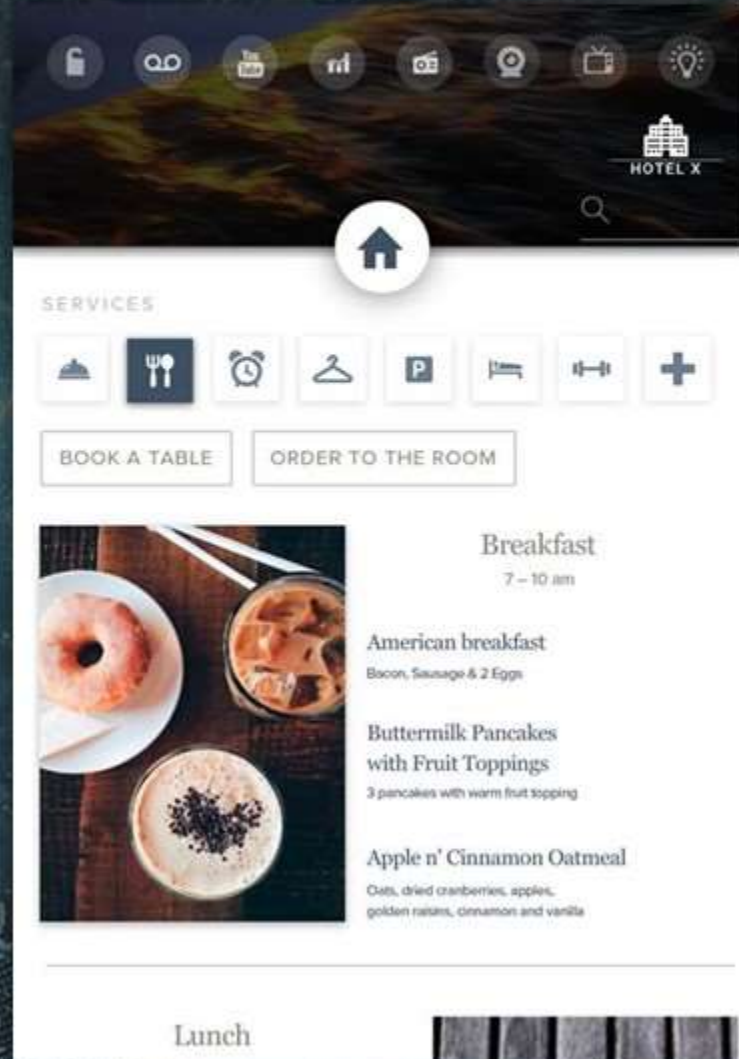
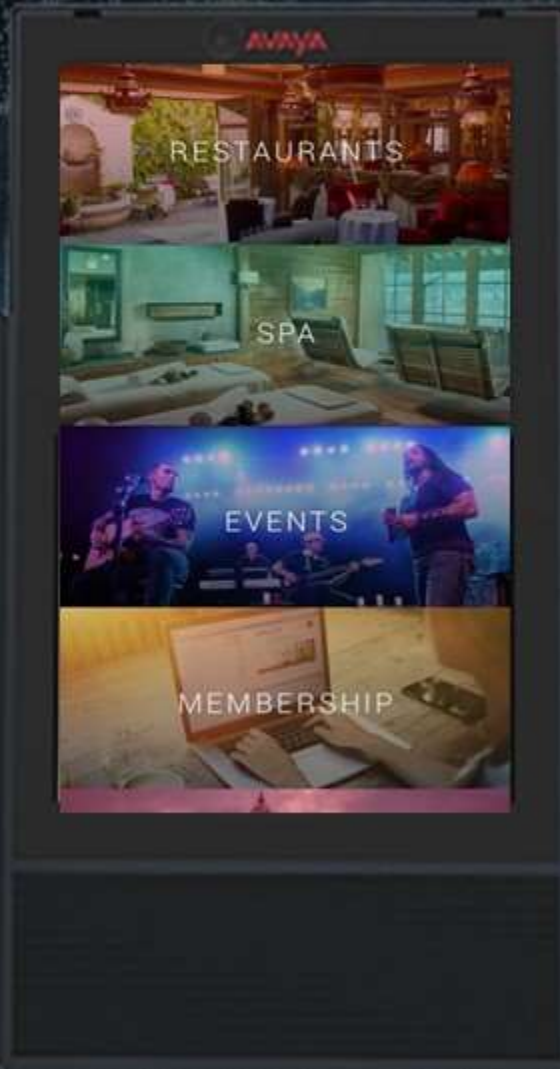
Android 8.0

8" TFT touch screen

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



EXPERIENCE
AVAYA | 2018

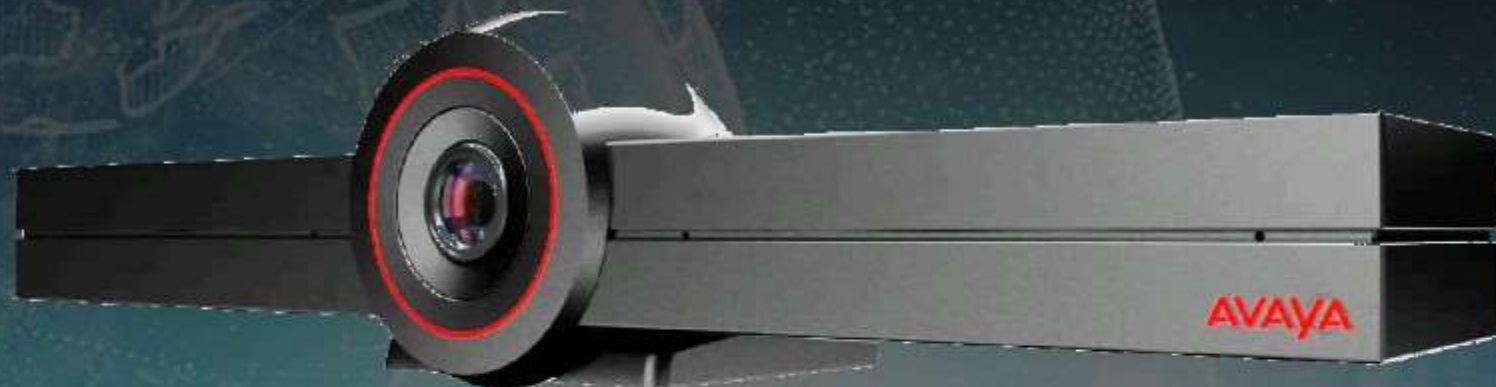


AVAYA HUDDLE ROOM

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



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

The screenshot displays a comprehensive contact center management interface. At the top, a 'Topic_details [Topic1]' window shows a table of call queue data:

| No. | TT | TCS | Announcement | Announc. script | IVR_script_return | Recery_for |
|--------|----------|----------|--------------|-------------------|-------------------|------------|
| 024420 | 00:00:32 | 00:00:32 | n. inters | Position_Waittime | | |
| 028759 | 00:00:28 | 00:00:28 | inters | Wait | 1 | |
| 023105 | 00:00:14 | 00:00:14 | n. inters | Position_Waittime | | |
| 023110 | 00:00:09 | 00:00:09 | n. inters | Position_Waittime | | |

Below this are several performance metrics: 'NQueued[T]' (0), 'maxTQueued[T]' (35), 'Avg_TQueued[T]' (54), and 'No. voice mails[T]' (0). A 'Topic1 - Abandoned Call list' table follows:

| No. | Uname | Date | Time | SysAC | ExtAC | Callno_blocked |
|--------|------------|------------|----------|-------|-------|----------------|
| 250 | Supervisor | 10.11.2015 | 15:44:34 | 0 | 1 | No |
| 023105 | | 10.11.2015 | 17:20:46 | 0 | 25 | No |

The main 'AG_detail [Group 1]' window shows 'Group 1 - Agent status (AG) (Telephony)' with agent status icons for Agent1 (green), Bob (grey), Nancy (yellow), Supervisor (green), and Teamleader (orange). Below is a detailed 'Group 1 - Agent status list (AG) [Telephony]' table:

| Name | Login state | W.state dura. | W.state | TNo. | Break Time co. | OutOf | Rese. | Term state | int/ext | Direction | ACD | Topic | AG | Task dura. |
|------------|-------------|---------------|---------|------|----------------|-------|-------|------------|---------|-----------|-----|--------|---------|------------|
| Supervisor | Si-on | 00:09:09 | ACD | 225 | | No | | Conn | ext | incom | ACD | Topic1 | Group 1 | 00:09:09 |
| Agent1 | Si-on | 00:08:33 | ACD | 251 | | No | | Conn | ext | incom | ACD | Topic1 | Group 1 | 00:08:33 |
| Bob | P | 00:01:19 | busy | 226 | Training | No | | Call | int | incom | * | | | 00:01:19 |
| Nancy | Si-on | 00:06:38 | Avail. | 227 | | No | | | | | | | | |
| Teamleader | Si-on | 00:01:19 | busy | 250 | | No | | Conn | int | outg | * | | | 00:01:19 |

At the bottom, there are three charts: 'Singon ag.[T]' (4), 'AvailAgent[T]' (1), and 'Break Time ag.[T]' (1). A line graph 'AcidAgents (Group 1)' shows agent activity over time, and a pie chart 'Group 1 - Pie chart [Telepho...]' displays agent status distribution.

Pure Cloud Approach



PUBLIC & HYBRID CLOUD

- ▶ Retain local survivability
- ▶ DataCenter as Primary or DR

**Choose your own
Topology**

- ▶ Public
- ▶ Retain Service Provider and Numbers
- ▶ Host Business Application on Top

Hybrid



- ▶ 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