

AWAY

Intelligent Xperiences



Avaya Today: Credible, Predictable & Innovative

**141
million**

Unified
Communications
Lines

**5.5
million**

Contact Center
Users

**121K
customers**

In 175 countries

**Largest Installed Base
With 11% Of Revenue From Cloud**

**€3.2
billion**

Market share
Leader in CC
and UC

**17
years**

Gartner Magic
Quadrant
Leader in
Contact Center

**9
years**

Gartner Magic
Quadrant
Leader in UC

**90% of Fortune 100
95% of Fortune 1000**

Why Avaya?

Global Experience



Portfolio Breadth



Open Ecosystem



Innovation & Investment



Open Ecosystem

AVAYA

Open API: Connections supported through an open architecture

CRM CONNECTIONS

desk
HubSpot
Microsoft Dynamics
Outlook.com
ORACLE
salesforce
SAP
zendesk

CC INTEGRATIONS

NUANCE
GitHub
Infosys
twitter
VERINT
zapier

AI CONNECTIONS

servicenow
cogito
IBM Watson
afiniti
Google

ANALYTICS ENGINES

MicroStrategy
sas
tableau

BUSINESS/VERTICAL CONNECTION

PayPal
intuit quickbooks
Magento
shopify
experian
dun & bradstreet
Cerner
DuVoice
ADP
KRONOS

SNAP-INS

approved contact
CCT
cerium networks
eGain
EXP360
ScoreData
verbio
webtext

Strategic Partnerships



afiniti.

facebook

VERINT.



ORACLE

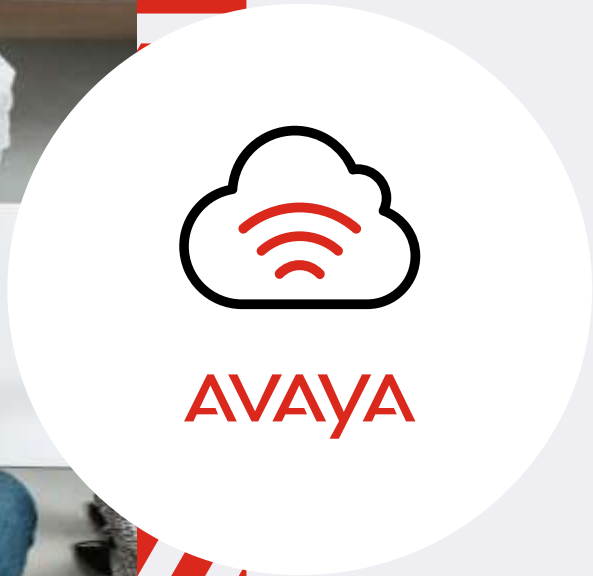
amazon



Avaya Intelligent Xperiences (Avaya IX)



Avaya Cloud Options



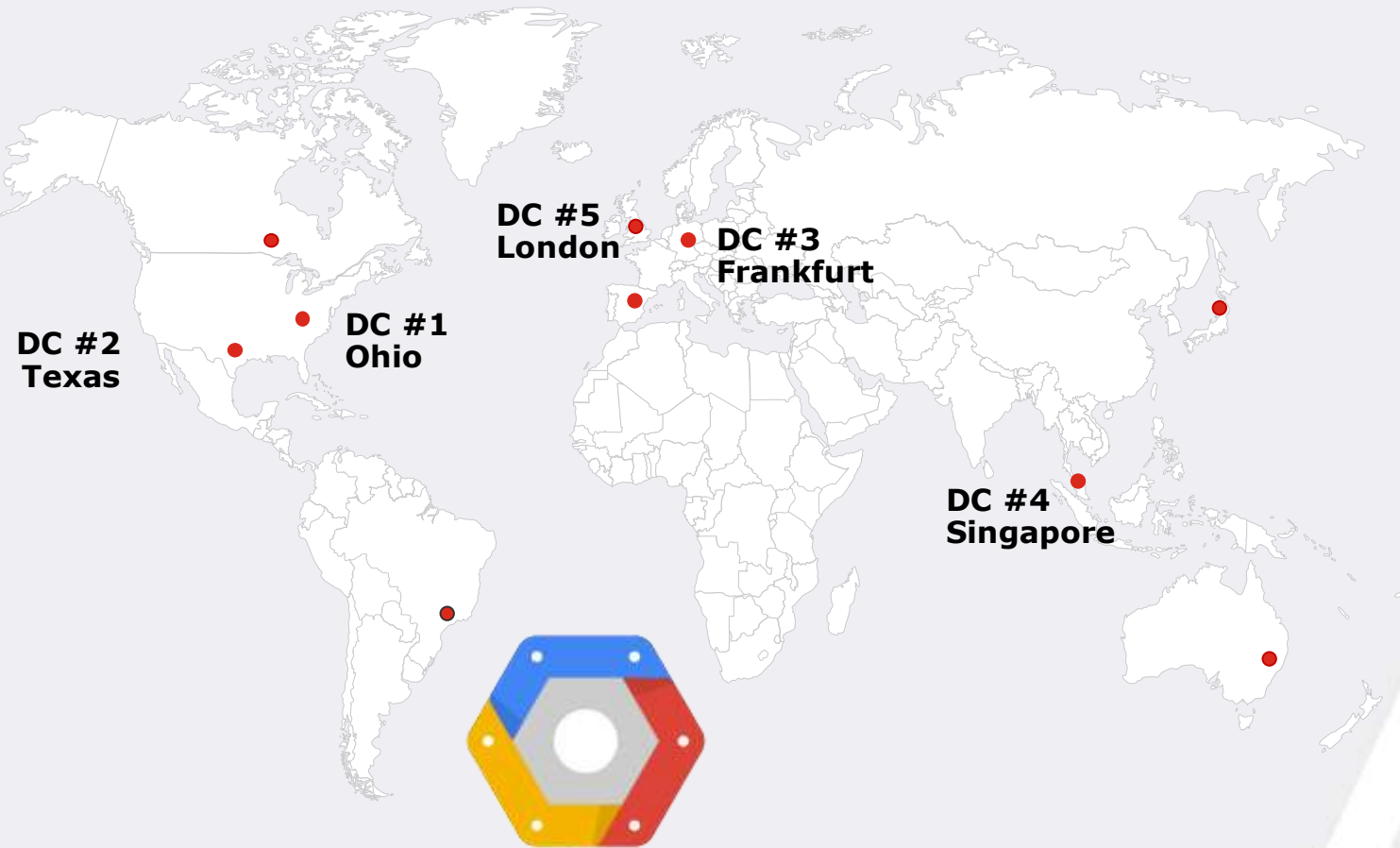
Public Cloud

Hybrid Cloud

Private Cloud (PoweredBy IX)

Meetings Online

Avaya Cloud DC



Google Cloud Platform



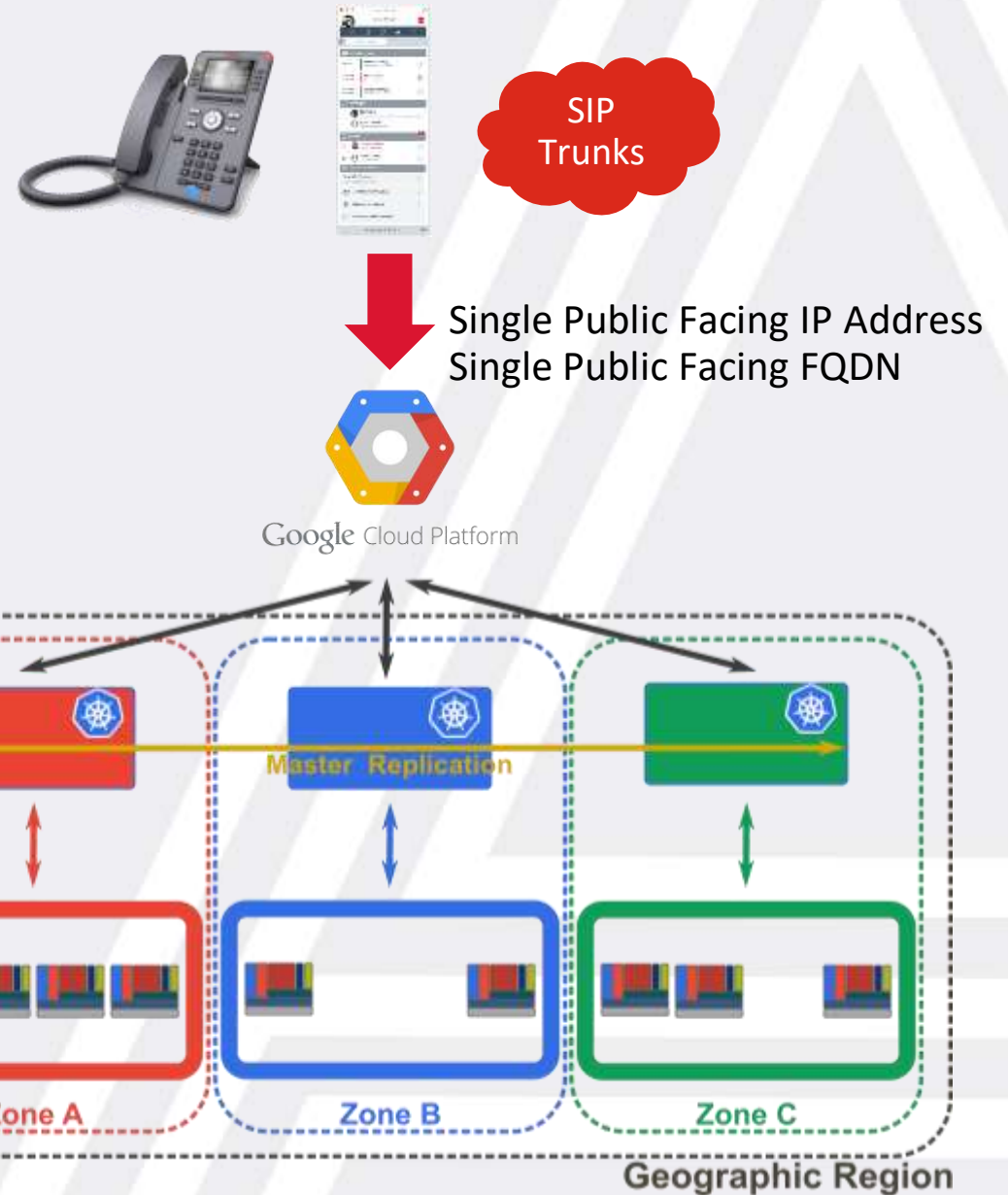
LAMDA HELLIX
DATA CENTERS

- ✓ Largest Datacenter Campus in SouthEastern Europe
- ✓ 100% availability for more than 15 years
- ✓ Tier III Certified
- ✓ Awarded Colocation Services
- ✓ Carrier Neutrality
- ✓ Cross Connect with all Operators, Providers and Exchanges (GR-IX)
- ✓ Platform Independent
- ✓ Scalability & Performance
- ✓ HIPAA/PCI Compliance

Avaya Cloud Containerization



- ✓ Reduces **up front provisioning times** solved with application integration
- ✓ Evolves IP Office to **native cloud architecture** to allow Cloud business to scale to much larger volumes.
- ✓ Solves **Management/Alarms/Maintenance** challenges by evolving Cloud Operations Manager and Google Cluster Monitoring Tools
- ✓ Addresses **technical challenges** leveraging Containers/Kubernetes technologies
- ✓ Local Resiliency & Geo-Redundancy
- ✓ Eliminates **downtime (Real 99,999%)** in failure or release/upgrade deployment



Avaya Cloud Hybrid & Private

- ✓ Combine **Public & Hybrid**
- ✓ Choose the **SIP Provider** you want
- ✓ Create a **Private** Cloud
- ✓ Any type of connectivity
- ✓ **Security & Encryption out of the box**
- ✓ Deploy **on Premise** – pay **as a Service**
- ✓ **Virtualization** Support of major platforms
- ✓ **Commercial Promotions**
- ✓ **Investment Protection for Avaya customers**
- ✓ **100% Functionality on every option**
- ✓ **Pay for the functionality – not the topology**



Google Cloud Platform



LAMDA HELLIX
DATA CENTERS

AVAYA

Avaya Cloud Solutions



UNIFIED COMMUNICATIONS

- Telephony Users
- UC Client Users
- 3rd party extension Users
- Call Reporting Software
- Recording
- CRM Integrations



DEVICES

- Headsets
- SIP Phones for any user profile
- Huddle Rooms
- Video Endpoints
- Device as a Service
- AI on Multimedia Devices



CONTACT CENTER

- Voice Agents
- OmniChannel Agents
- Supervisors
- Unified Workspaces w/Analytics
- Recording & WFO
- CRM Integrations

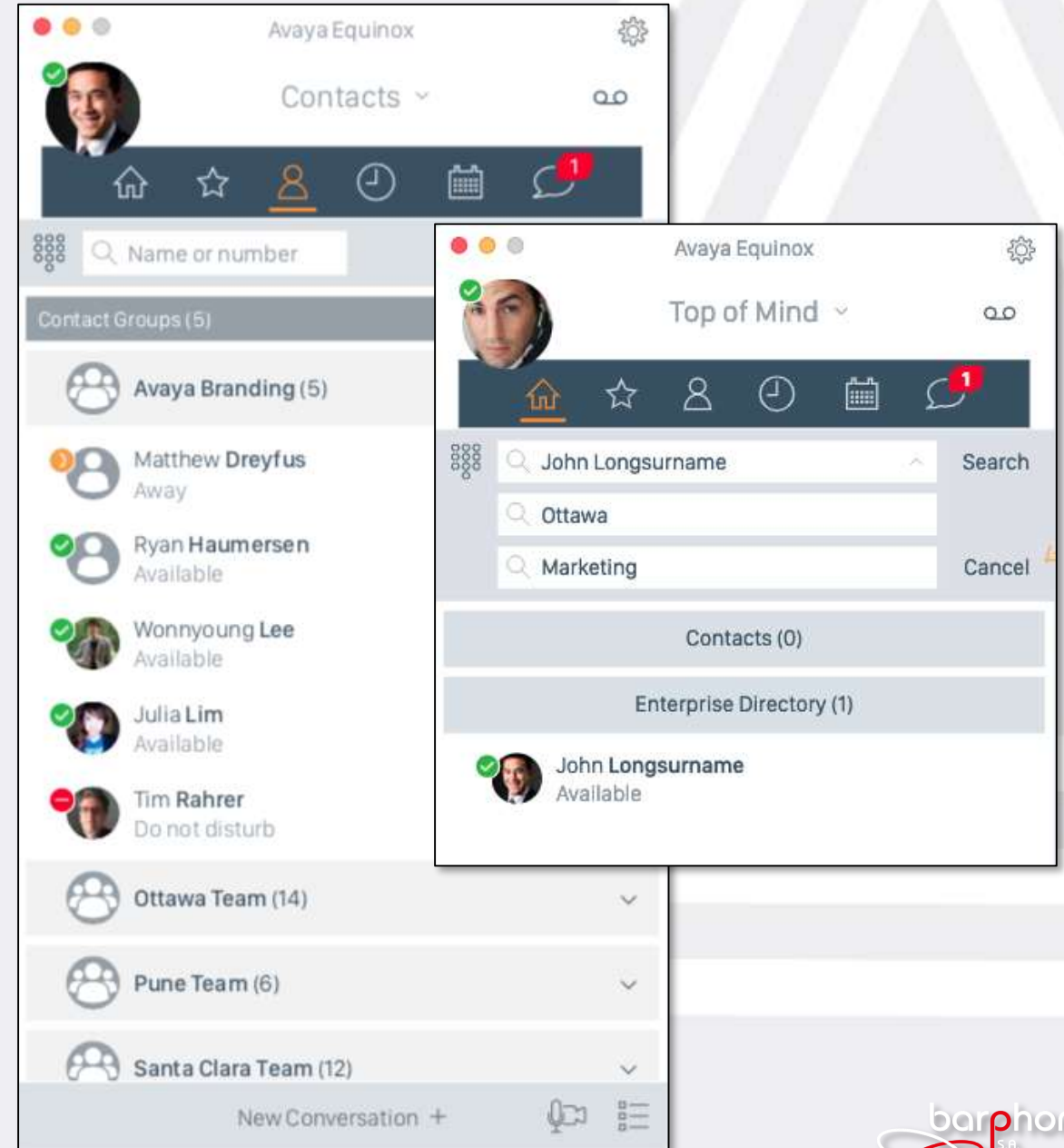


ARTIFICIAL INTELLIGENCE

- Self Service Bots
- Smart Routing for Cloud and Outbound
- Conversation Intelligence
- Business Rules Engine
- AI Analytics and Insights

Avaya Equinox Client

- ✓ Windows, Mac, Android & iOS
- ✓ Seamless Experience
- ✓ Standalone or with deskphone
- ✓ Login simultaneously
- ✓ Push Notifications
- ✓ Voice & Video
- ✓ Local & Enterprise Directory
- ✓ Rich Presence
- ✓ IM with emojis and attachments
- ✓ Calendar Integration
- ✓ VDI compatible
- ✓ SSO and automatic configuration
- ✓ Compatible with CarPlay & Android Auto



Avaya Devices

**K100 ANDROID
VIDEO PHONES**



J100 SIP PHONES



reddot design award



OmniSound[®] HD



B100 CONFERENCE



Jabra Headsets



Evolve 80



Evolve 75



Evolve 65



Speak 710



Evolve 80



Evolve 65e

Avaya B109 SpeakerPhone



Used in the huddle room or as your **personal speakerphone**

USB and Bluetooth connectivity:

Connect to laptop, deskphone, collaboration computer, mobile phone...

Wireless - **12 hour talk time**

LCD screen

Headset for privacy

NFC for easy connection



reddot design award



OmniSound[®]



Avaya Huddle Room CU360 Unit



- ✓ Wireless Sharing
- ✓ Wide Field of View
- ✓ H323 & SIP Video
- ✓ HDMI 4K Output
- ✓ Applications Sharing
- ✓ Meeting Recording
- ✓ Smart Phone / Tablet Control
- ✓ Android Apps Compatible

Full Keyboard Remote



ANDROID



Meeting Experience

ADVANCED CONTROLS

Self-moderated meetings, lecture mode

INTEGRATED ROSTER

Speaker & presenter activity

CHAT

Public & private

INDIVIDUAL LAYOUTS

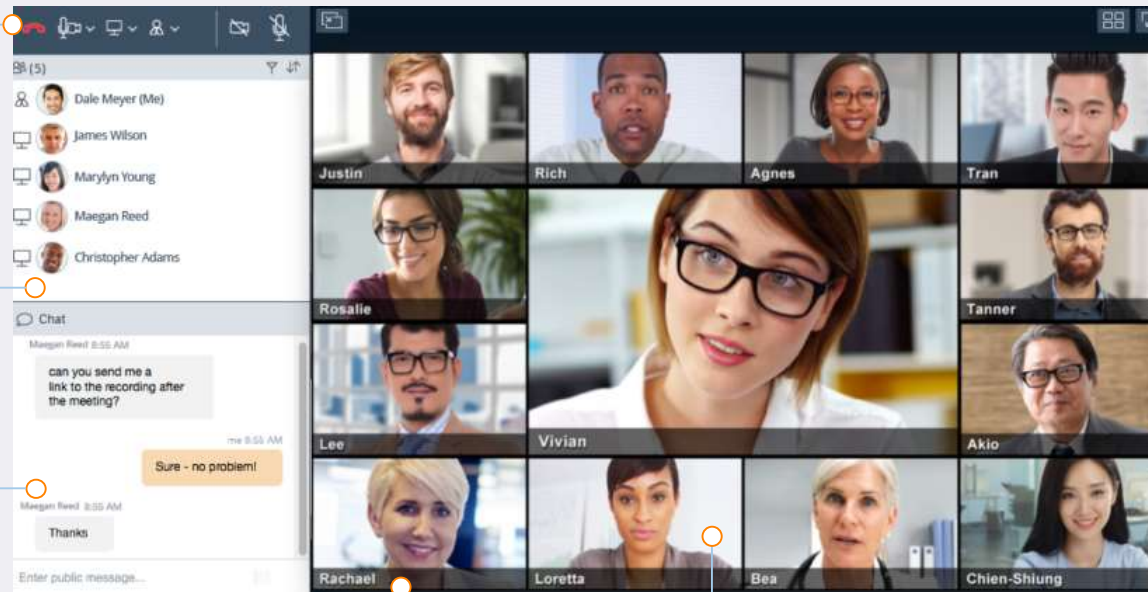
Personalized for any use case

INTERACTIVE CONTENT

Rich media for increased effectiveness

EXTENSIVE WEB COLLABORATION

Screen & app sharing, whiteboard, "Slider", remote desktop, keyboard & mouse control

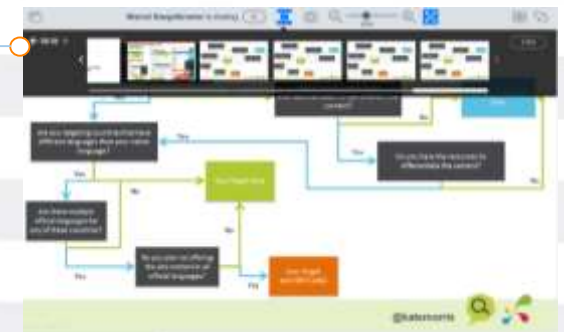


H323 & SIP



MEETING RECORDING

Save for later



Meetings Online Options

ENTRY

**Pay for one month
Or get discount for one year**

25 Participant Meeting Room
Web Browser & Equinox Connectivity
Connect 1 Video Room System
Greek Phone Dial-in & 65 other countries

PREFERRED

**Pay for one month
Or get discount for one year**

50 Participant Meeting Room
All Entry Capabilities
Connect 5 Video Room Systems
View **28 Video Participants**

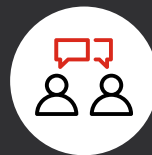
PRO

**Pay for one month
Or get discount for one year**

100 Participant Meeting Room
All Preferred Capabilities
Connect 100 Video Room Systems
Recording
Live Webcast to 500 Viewers

30 days
FREE TRIAL

Highly competitive for **Video Room System connectivity**



Volume pricing available for **multiple rooms**



