

EXPERIENCE AVAYA

Dublin



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Transforming the Employee Experience

Enabling the Digital Workspace

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#Ideas2inspire



The Digital Workspace?

Smart Working

Supported By A Digital Workspace

Environment

- ▶ Comms architecture
- ▶ Work tools
- ▶ Building interior



- ▶ Collaboration
- ▶ Mobility
- ▶ Integration
- ▶ Automation

Enablement



People

- ▶ Work culture
- ▶ Horizontal/ vertical teams
- ▶ Flexibility (or lack of)
- ▶ Empowerment

- ▶ Business models
- ▶ Ethics
- ▶ Compliance (GDPR)
- ▶ Security

Policies

The 3 Steps towards a digital- ready workspace

Digital Maturity

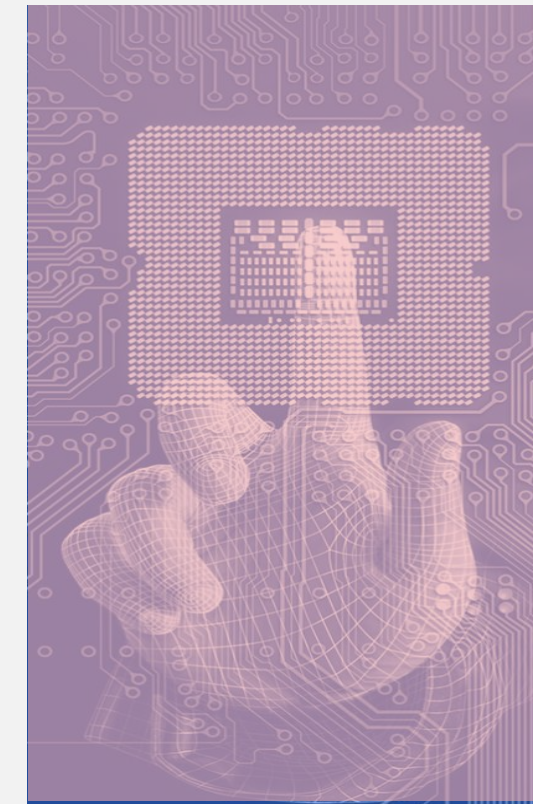
Get Current
Platform for Growth



Enhance
Layer on Capability

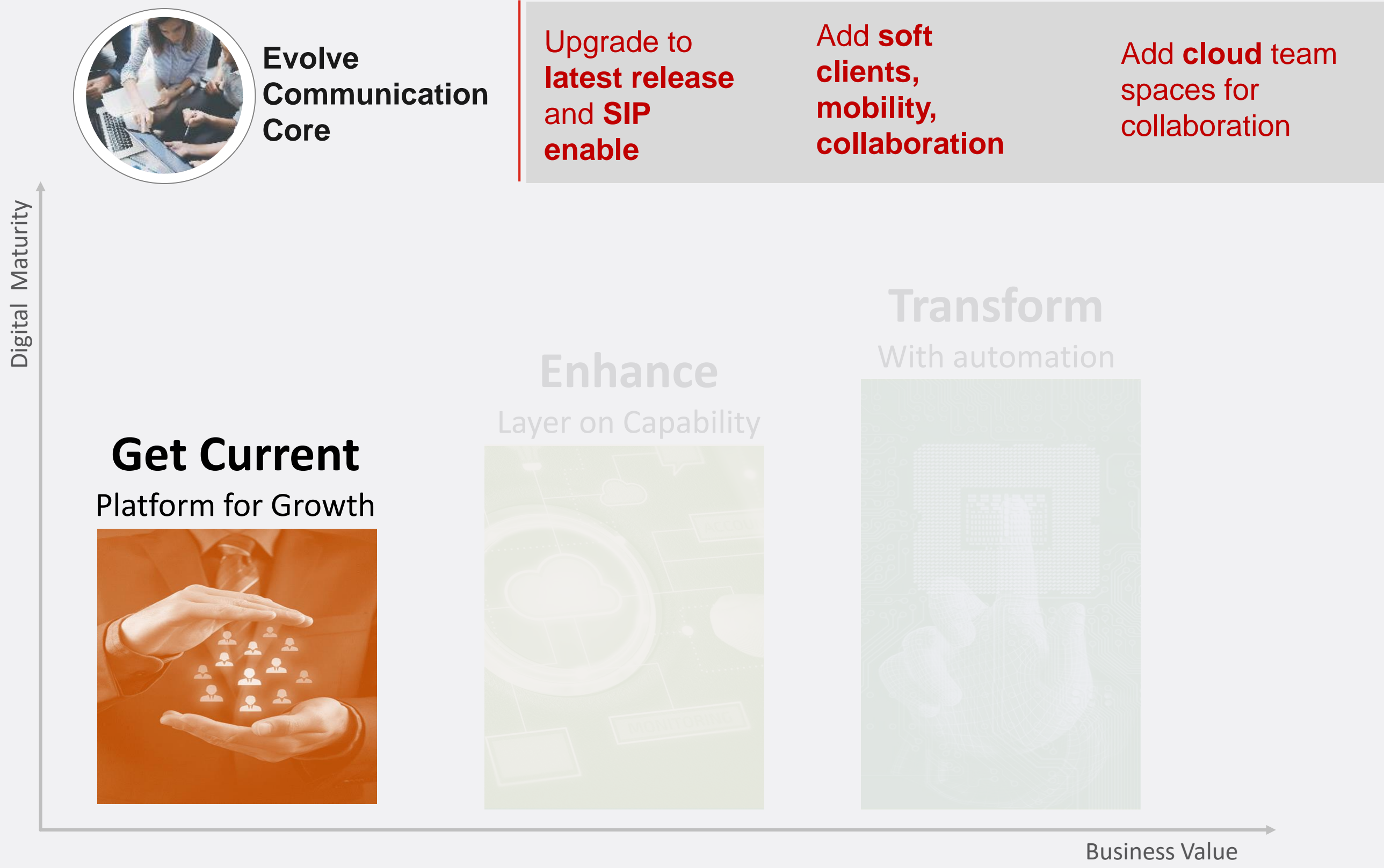


Transform
With automation

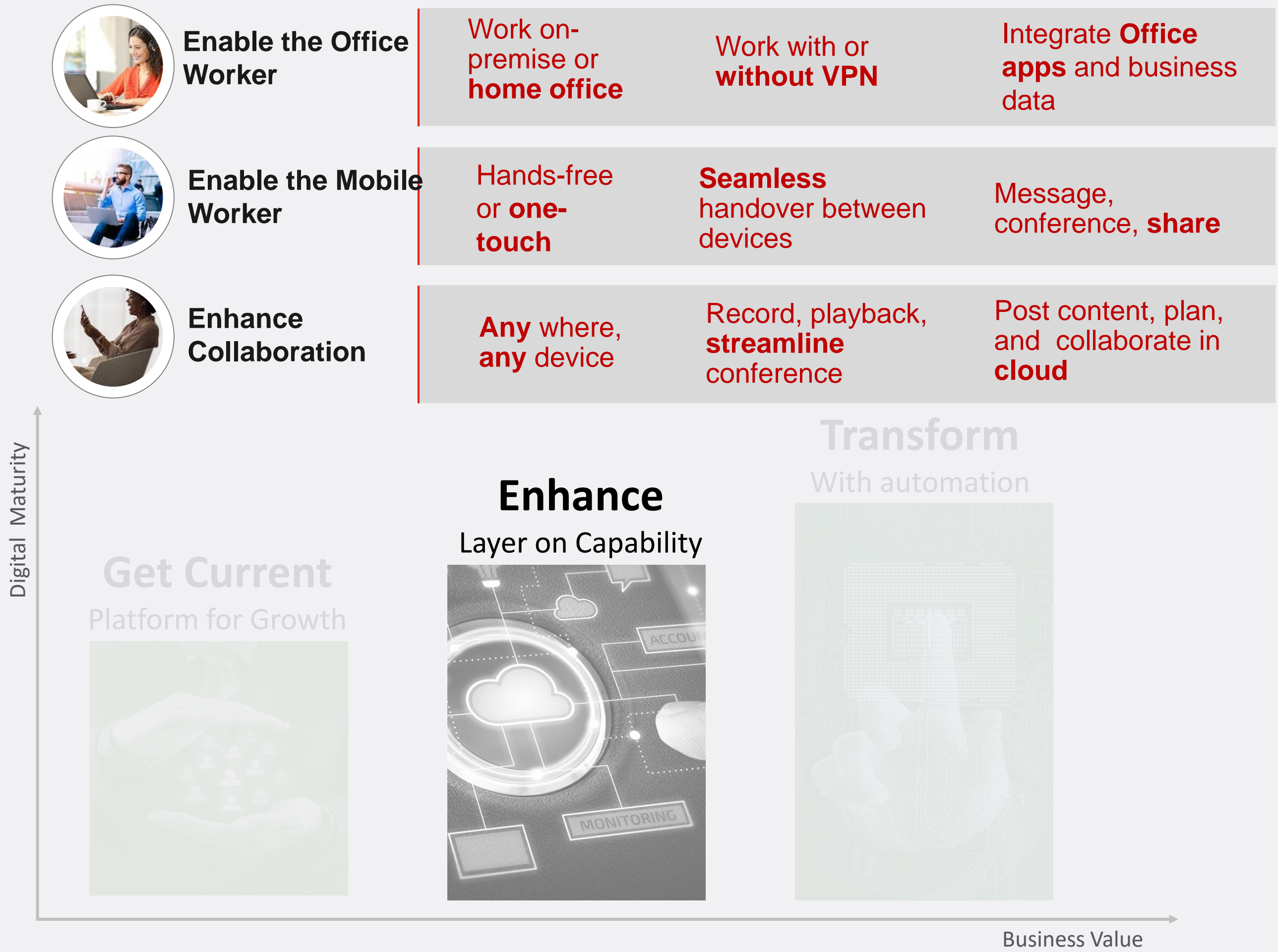


Business Value

The 3 Steps towards a digital-ready workspace



The 3 Steps towards a digital-ready workspace



The 3 Steps towards a digital-ready workspace

Digital Maturity ↑



Customize the Experience

Customized interface

Use only functions you need

Client of your choice



Orchestrate the Environment

Automated environment, devices and coms

Presence to track locations, services, IoT

Phone for environment info & **controls**



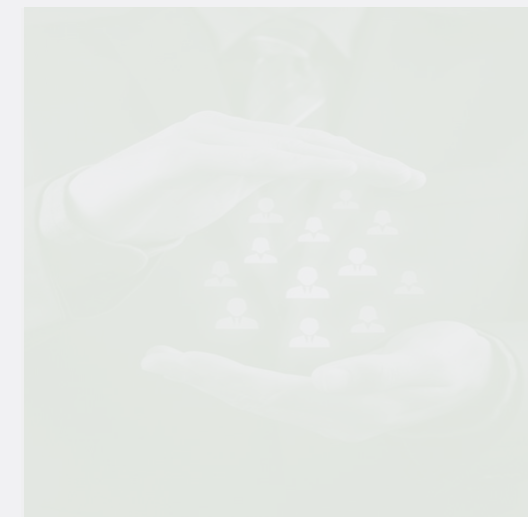
Transform the Experience

Automated coms workflows

AI, virtual assistants

Contextual interactions, coms and collaboration

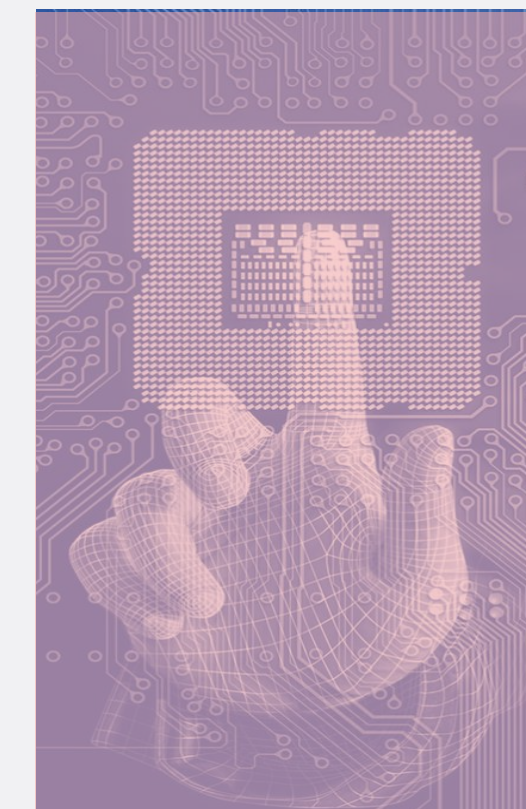
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Business Value →

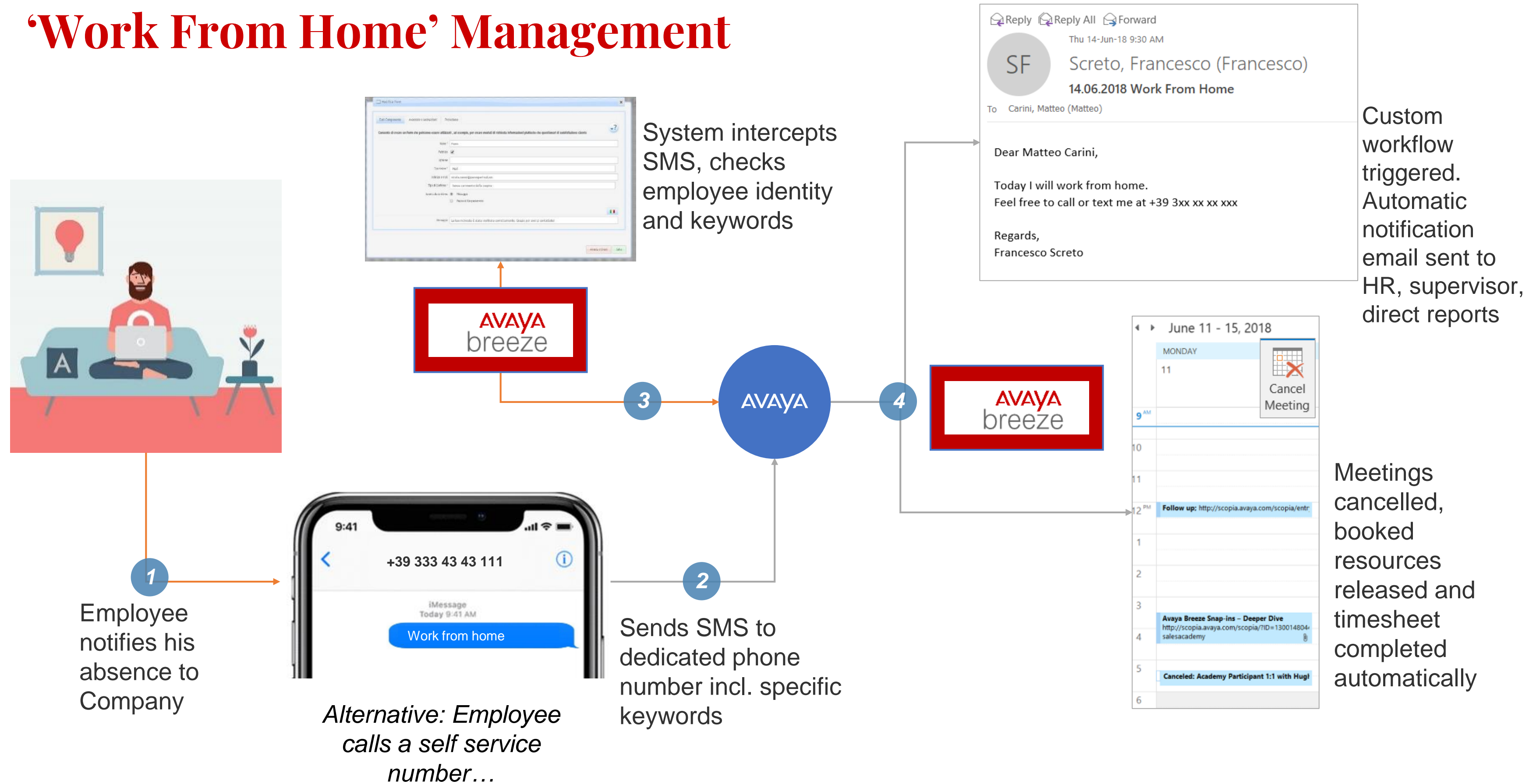
MORNING

A day in the life of Joe



Use case

'Work From Home' Management



Use case

Extended Team Working



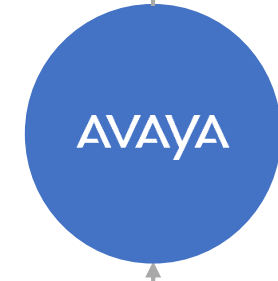
Several experts, distributed across different locations, need to work on same project

1



Each expert would like to use different Operating Systems, devices and tools for project

2



Shared digital workspace allows them to collaborate as if all in same location

3



4



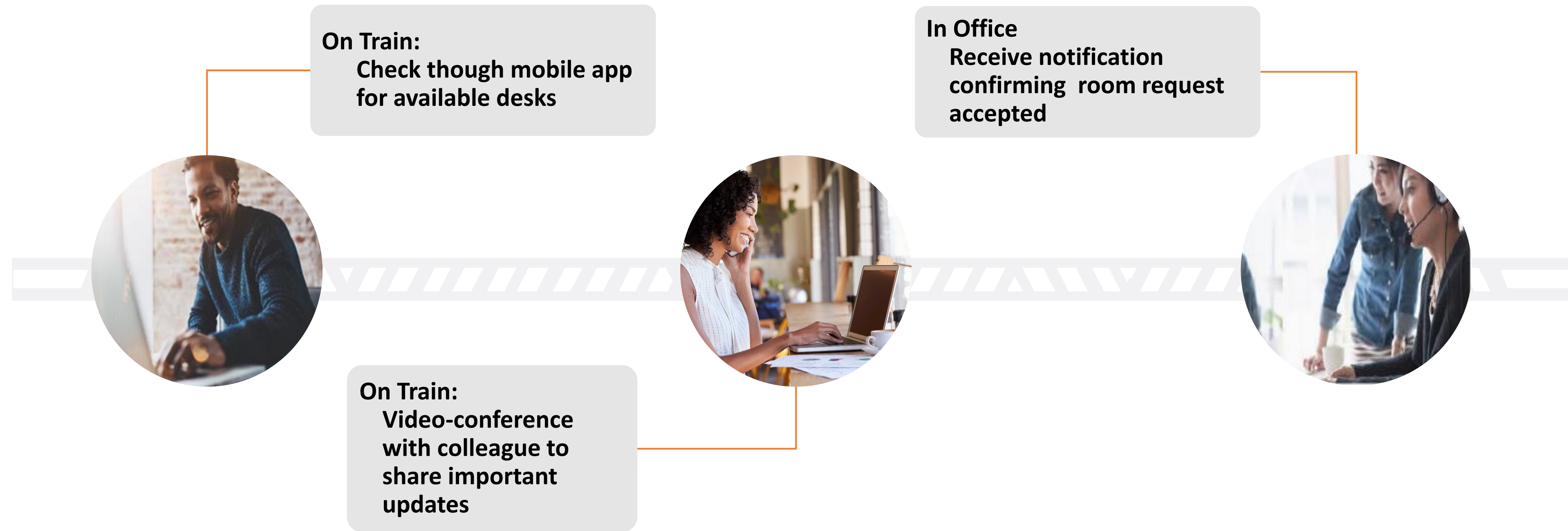
AVAYA
aura

Project successfully delivered leveraging presence federation, scalability and interoperability of collaboration platform



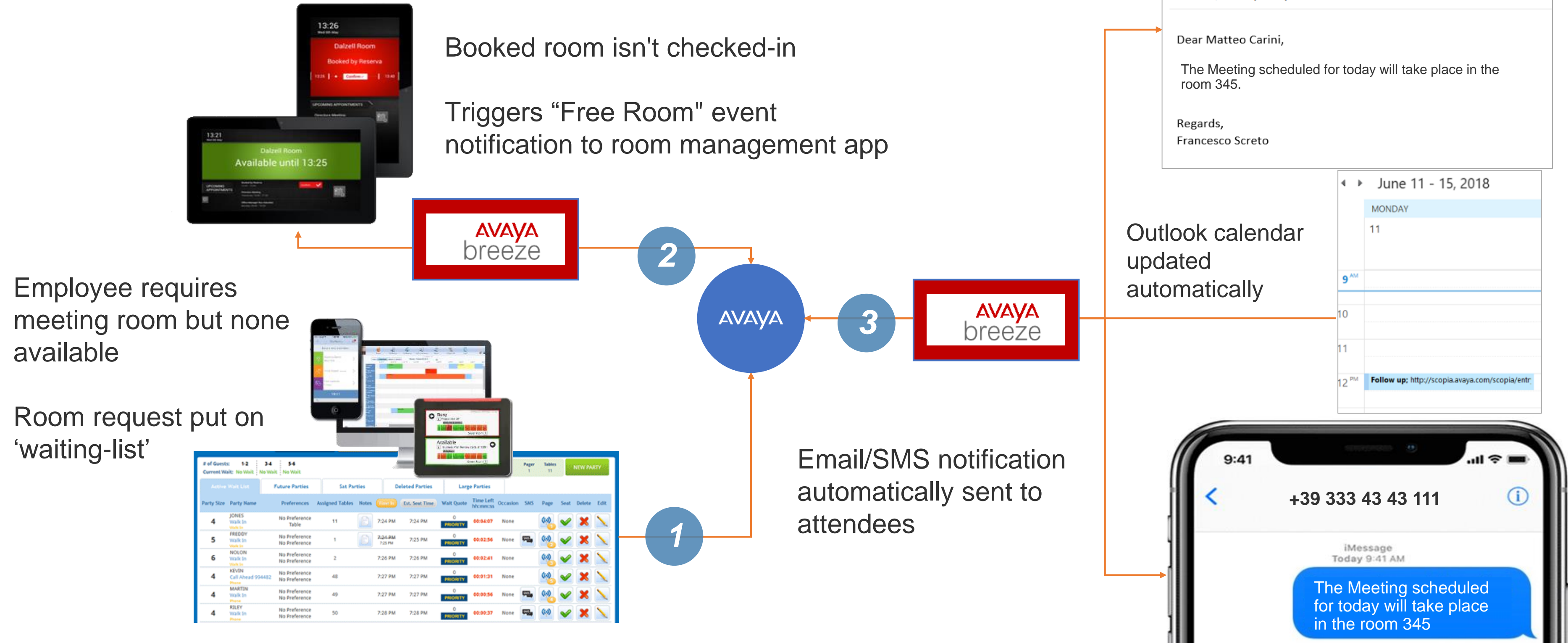
A day in the life of Joe

LUNCHTIME



Use case

Room Management



A day in the life of Joe

AFTERNOON



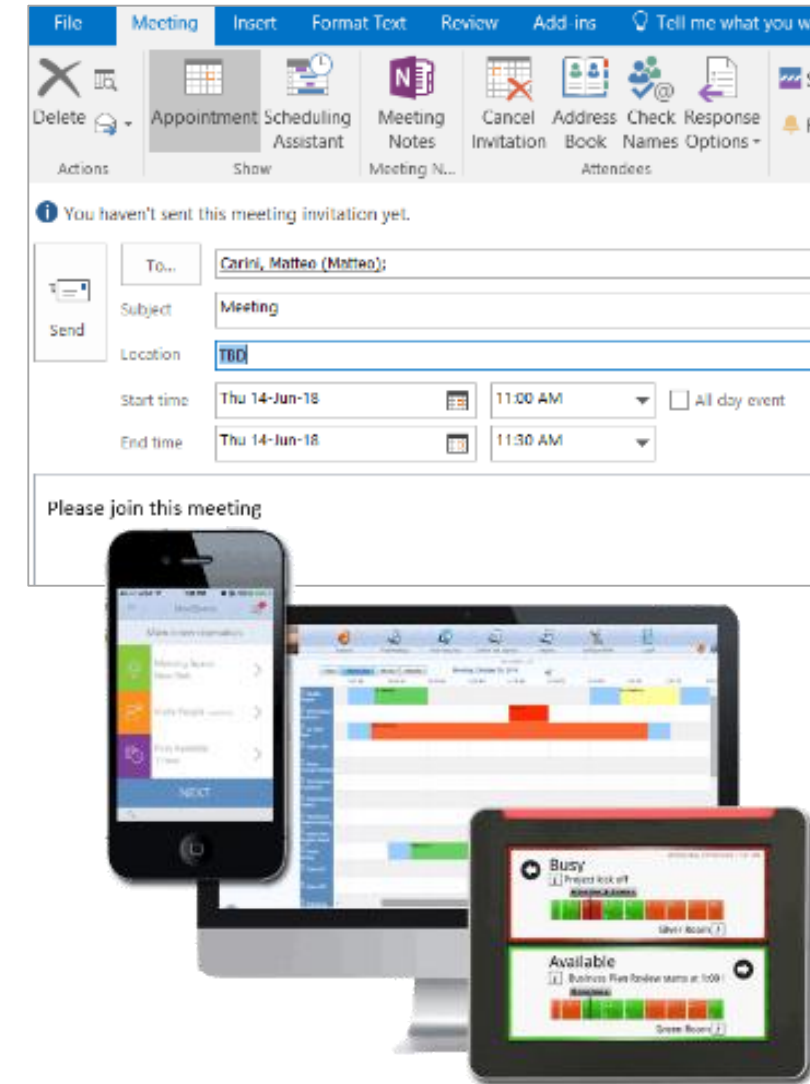
In Office:
Guest arrives while Joe is in another meeting
Guest welcomed by Joe's colleague and initiates self-service registration



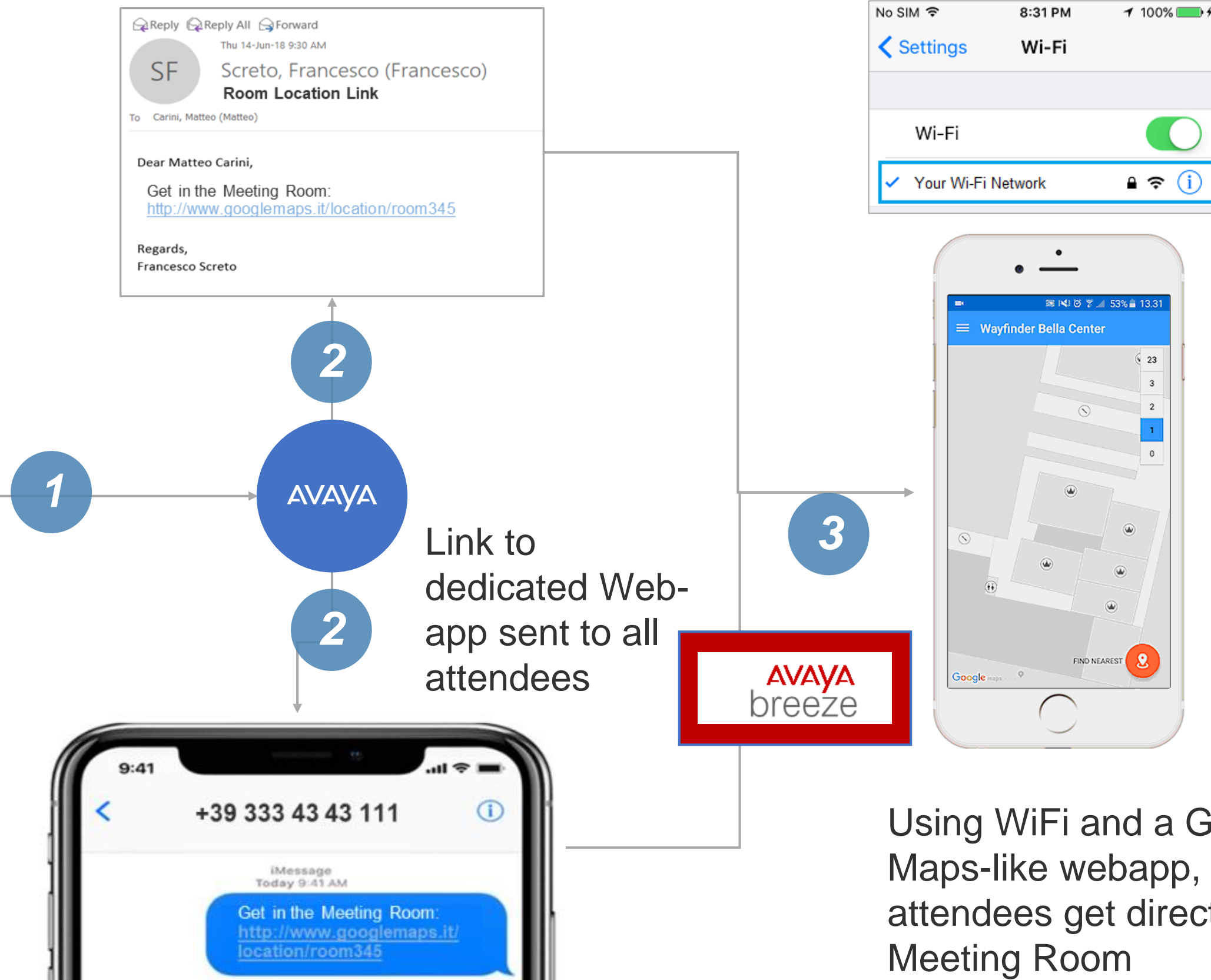
15 minutes before meeting, calendars get automatically updated with details on how to find the assigned meeting room

Use case

Indoor Navigation



Employee organizes meeting in office with internal and external guests



Link to dedicated Web-app sent to all attendees

Using WiFi and a Google Maps-like webapp, attendees get directions to Meeting Room

Enabling the Digital Workplace

Single, integrated user interface to manage your day

The screenshot displays the Avaya digital workplace interface, which is a single, integrated user interface for managing daily work. The interface is organized into several key sections:

- CALL:** A section for managing calls, showing a list of incoming and outgoing calls. For example, Mildred Duckworth has an incoming call at 01:30 PM, and Bert Picha has an outgoing call at 10:25 AM.
- EMAILS:** An email inbox showing unread, read, and starred messages. The top message is from Asuncion Amaendola with the subject "Get e-approval instantly" at 03:50 PM.
- TEAM CALL - Project Review:** A central video conference window showing a team of participants. The call duration is 00:21:40. Below the video, there is a transcript and a list of participants.
- BUSINESS FEEDS:** A section for business news and updates, including a "My Report" by Asuncion Amaendola and "Presentation References" by Genevieve Isom.
- TEAM:** A list of team members with their roles and contact information. Team members include Gordon Drouin (Software Engineer), Arlena Batista (Project Lead), and Stefanie Berthelot (Business Analyst).
- CHAT:** A chat window showing messages from team members. Recent messages include "Hi Everyone, good morning" from Mehamudullah Al Nabi and "Hi Everyone, good morning" from Arlena Batista.

Avaya IX Workspace Portfolio Today

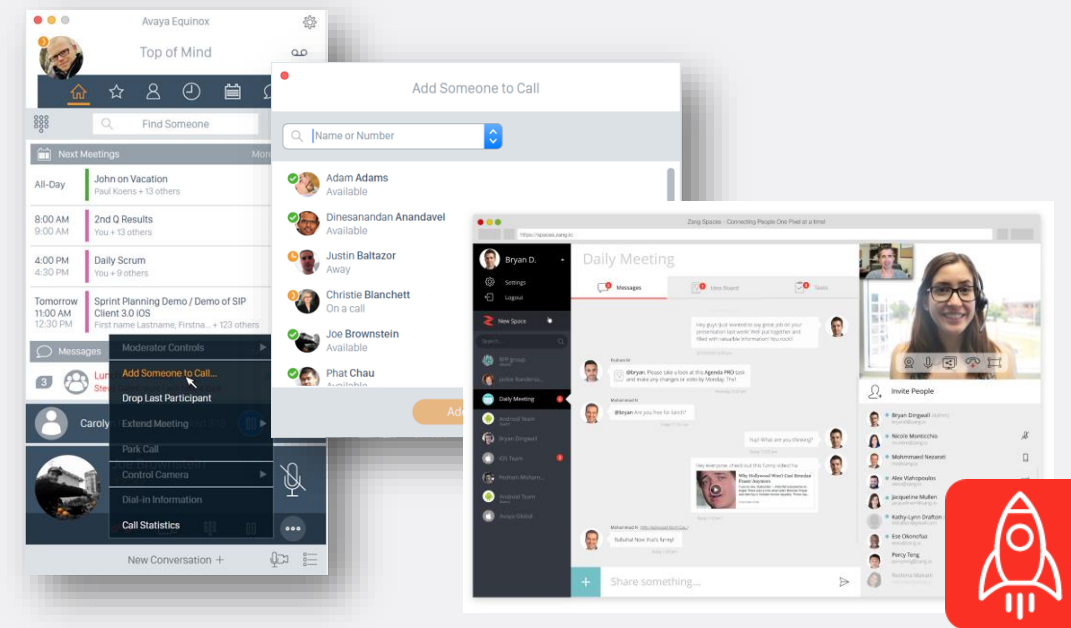
Communication

- Point-to-point telephony (w/ basic messaging)
- Enterprise voice features
- Audio conferencing
- Devices & soft clients



Messaging & Collaboration

- Point-to-point & team messaging / presence
- Unified soft clients for telephony & messaging
- Content sharing, search, archiving, notifications, voice / video interaction



Meetings / Conferencing

- Integrated conferencing (video, audio, touchpoints)
- Desk-top / screen presentation & sharing
- Live and recorded events

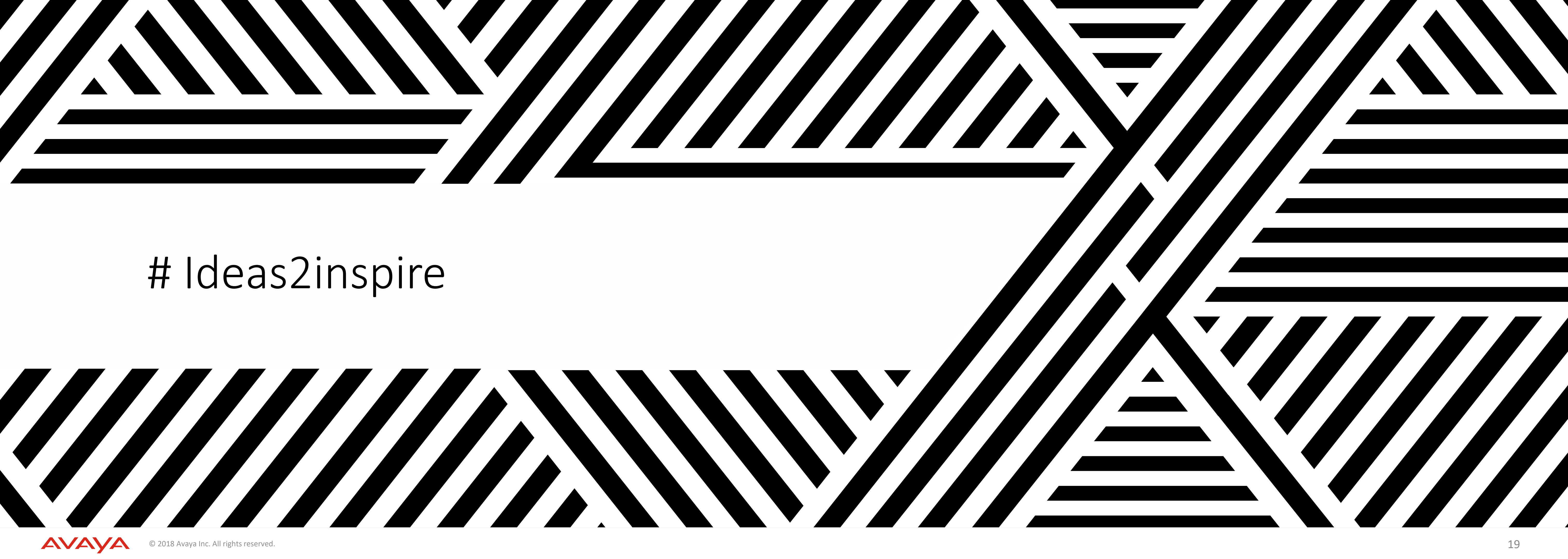


Why Avaya?

- We enable orchestration
- We boost mobility
- We bring teams together
- We make workplaces smarter
- We are open

We deliver an intelligent experience!





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