EXPERIENCE AVAYA Dublin





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The Customer Experience Challenge

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Intelligent eXperiences

Defined



Customer experience

Personalized

Intuitive

Employee experience

Connected

Informed



Intelligent eXperiences

Enabled

Voice & Text

AI & Automation

Converged Enterprise

The 'New' User Interfaces with Capability



Empower, not Replace



Enables CX





CX EXtraordinaire



Customer James



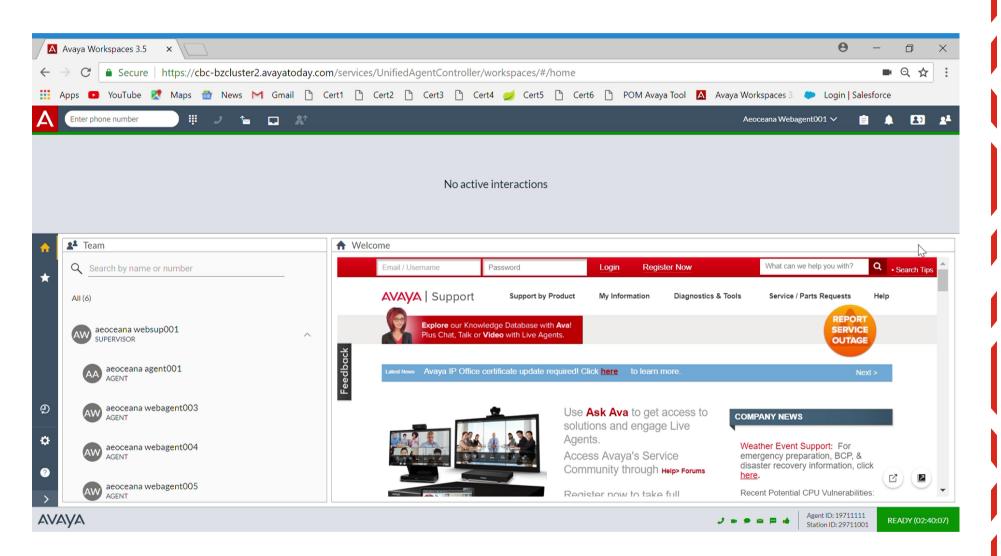






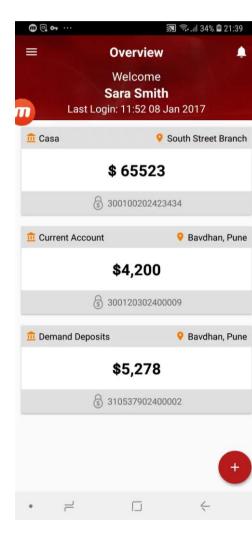
Agent Sarah





Customer James









Agent Sarah



Empowering the Agent Experience

Super Informed

Context
Knowledge Management
3rd Party Integration

Super Intuitive

AI Sentiment Analysis Real-time Analytics

Super Connected

Converged Enterprise Real-time Notifications

Super Personalised

Workspace Translation



Supervisor Matt



Enabling the Supervisor Experience

Super Informed

CX Dashboard

Super Intuitive

AI Real-time Analytics

Super Connected

Real-time Notifications Team Chat

Super Personalised

Workforce Management Automated Quality



CustomerJames



Delighting the Customer

Super Personalised

A.I. Virtual Assistants

Super Connected

Omni-channel
Whatsapp Integration
Work Assignment

Super Intuitive

Automation Conversational Interfaces /NLP Voice Biometrics

Super Informed

Proactive Context Proactive Notifications



Solutions Overview:

Capabilities

Management

Self Service Management
Campaign Management
Quality Management
CX Dashboard



Omnichannel Self & Assisted Service

A.I. and Automation

Chatbots and Contextual **Virtual Assistants**



Text Analytics
Speech Analytics
Context
Quality Automation
Work Assignment



Agent Management Supervisor Back Office





Collaboration

Dynamic **Expert Finder**Realtime **Notifications**Front & Back **Office Collaboration**



Avaya's Open Innovation is a Cultural Shift







VERINT



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