

# EXPERIENCE AVAYA

Dublin



**EXPERIENCE** **AVAYA**

Dublin

Delivering Intelligent Xperiences

**Dave O'Shaughnessy**

Vertical Solutions Consultant



# Consolidation



*Noun*

con·sol·i·da·tion | \ kən-ˌsäl-ə-ˈdā-shən

1. The action or process of making something stronger or more solid.
2. The action or process of combining a number of things into a single more effective or coherent whole.

# Avaya Portfolio

Modular Innovation

Technology Maturity



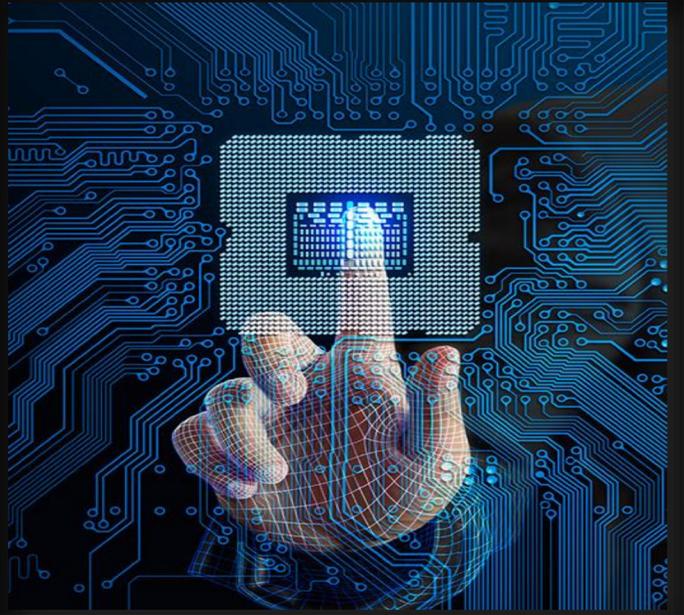
**Modernize**  
Platform for growth



**Enhance**  
Layer on additional capability



**Transform**  
Digitally transform the customer journey

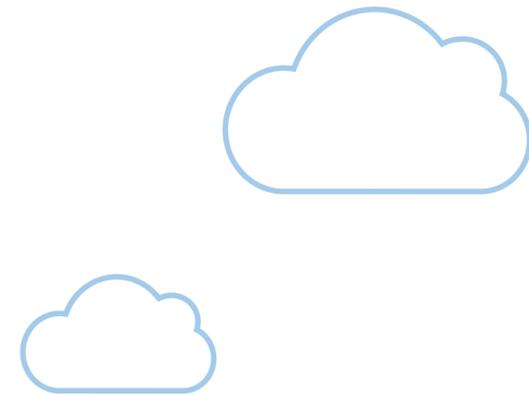


Time

# Consolidation across all Verticals



# Avaya OneCloud



**Public**

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**Hybrid**

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**Private**

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# AVAYAIX WORKPLACE

# Consolidation - Unified Communications Clients

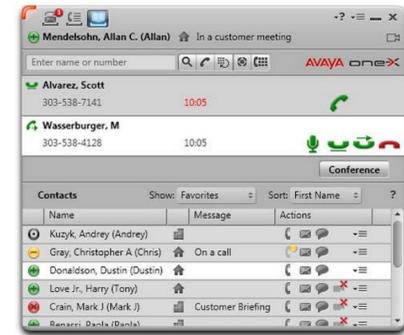
## Avaya IP Softphone



AVAYA  
flare



AVAYA  
one-X



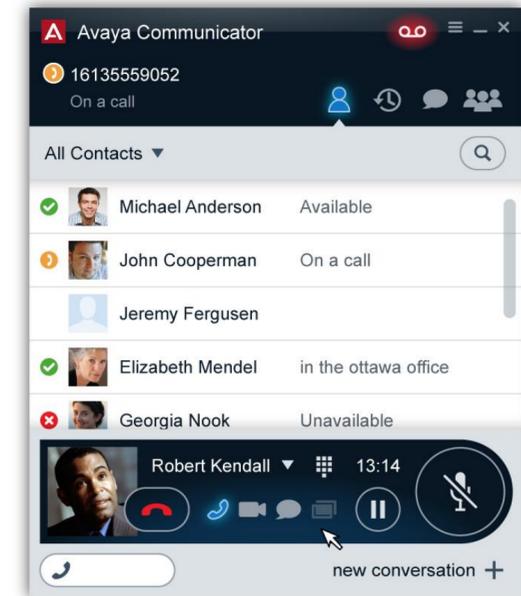
AVAYA  
one-X



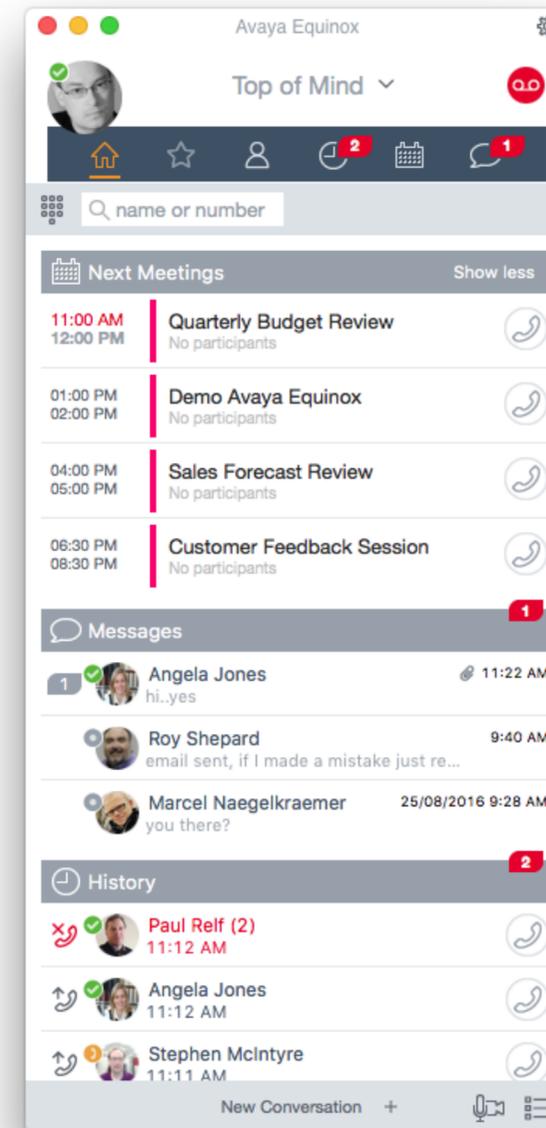
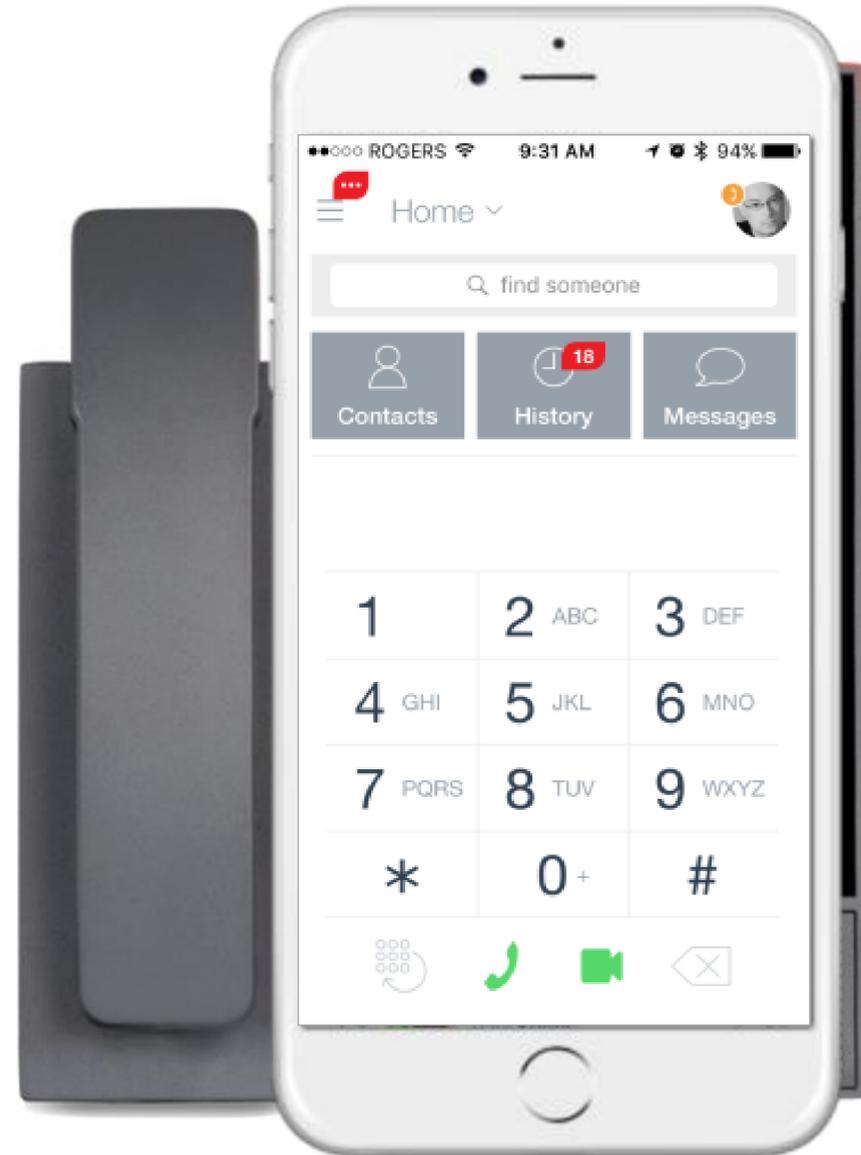
AVAYA  
one-X



AVAYA  
Communicator



# Consolidation - Unified Communications Clients



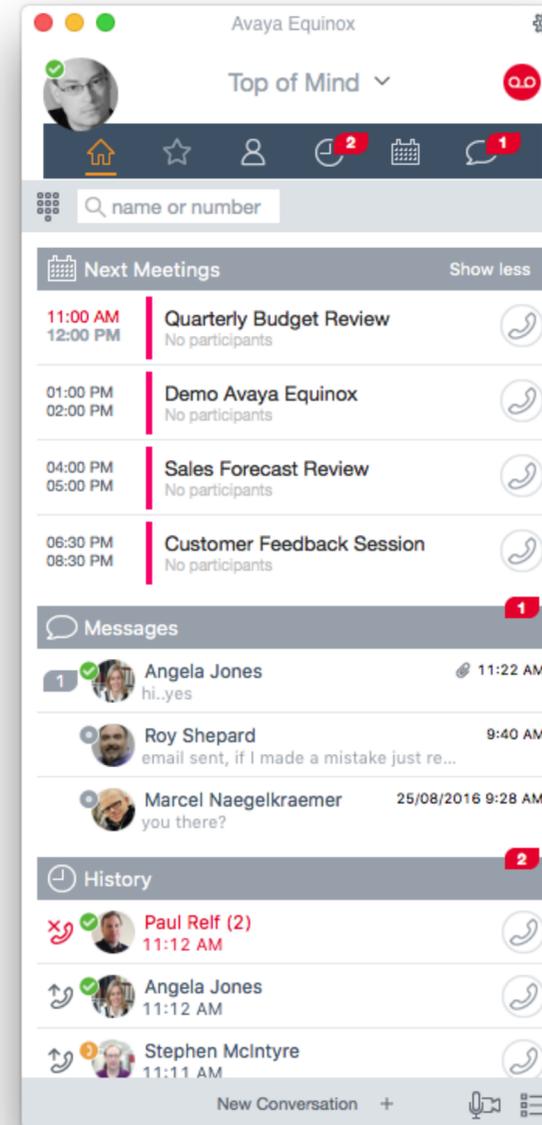
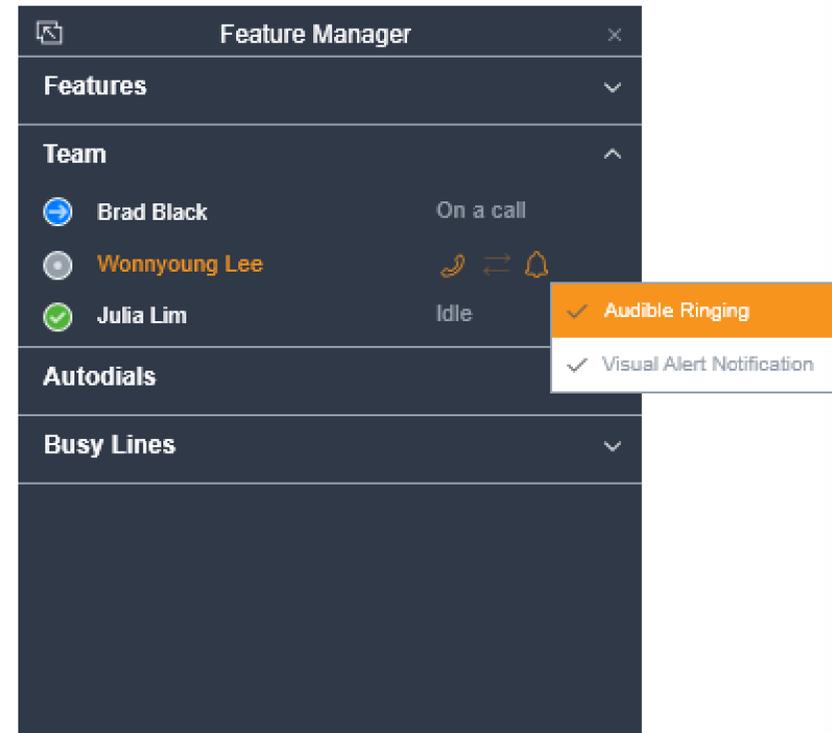
**AVAYA**  
equinox™

- ✓ **Device & OS agnostic**  
Windows, MacOS, iOS, Android
- ✓ **Full HiFi Audio / HD Video**  
G.722 Wideband codec / H.264 Video
- ✓ **Easily Join Conferences**  
Single click to join conference calls, regardless of service
- ✓ **Smart Multimedia Messaging**  
Persistent Person-to-person messaging, Team collaboration
- ✓ **Corporate Directory**  
Quickly & easily dial by search or favourites
- ✓ **Full Conference Experience**  
Mute, Conference, Transfer, Participant Lists, Call Log

# Consolidation - Unified Communications Clients

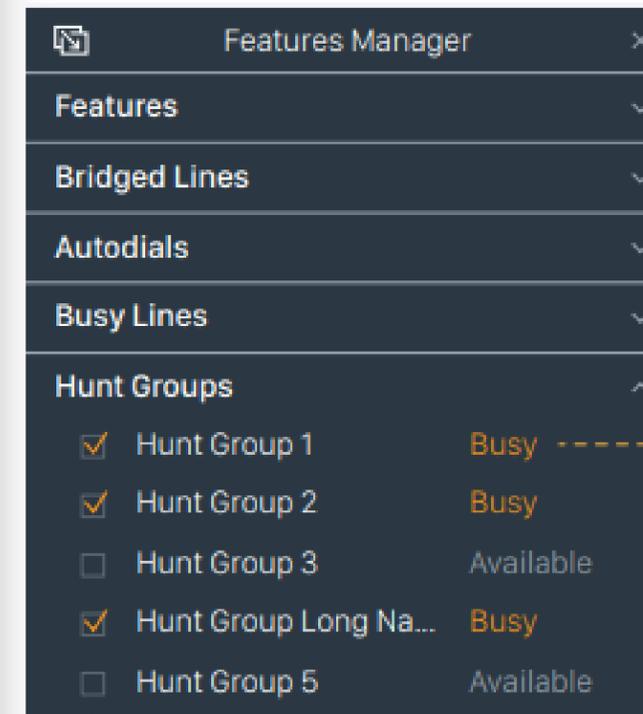
## ✓ Team Button Feature

Available on Desktop & Mobile clients



## ✓ Hunt Group Control

Available on Desktop & Mobile clients



secondary text confirms status

# Unifying Communications is no Longer Enough

Embedding  
Communications  
is Essential

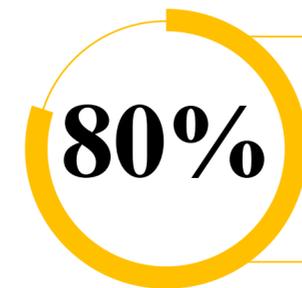


of organizations believe **embedding communications into processes and apps** is important or extremely important

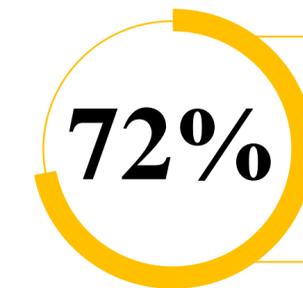
BECAUSE IT SUPPORTS...



**Employee**  
Productivity and  
Collaboration



**Better**  
Control of  
the Business



**Higher Quality**  
Customer  
Experience



**Fully  
Customizable  
to Your  
Business  
Needs**

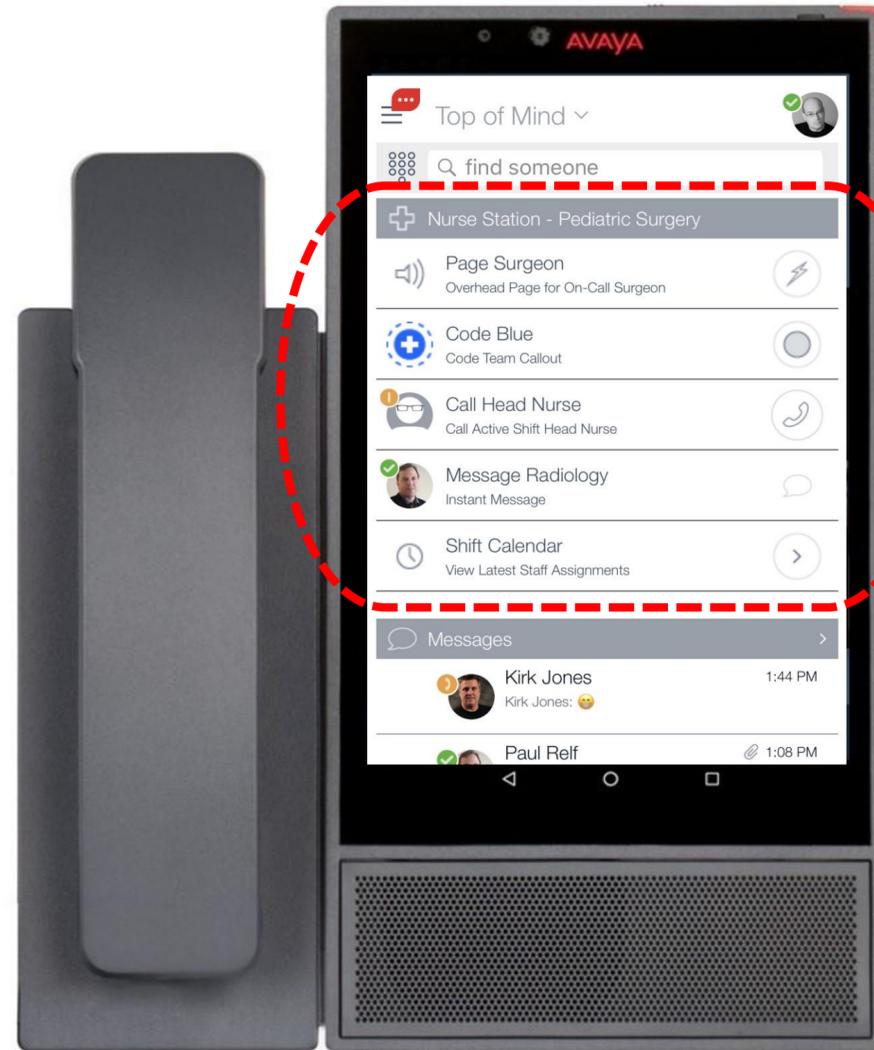
**Embed  
Communications  
in Business  
Apps**

**Automate  
Workflows**



# Consolidation – Communications & Workflows

AVAYA  
equinox™

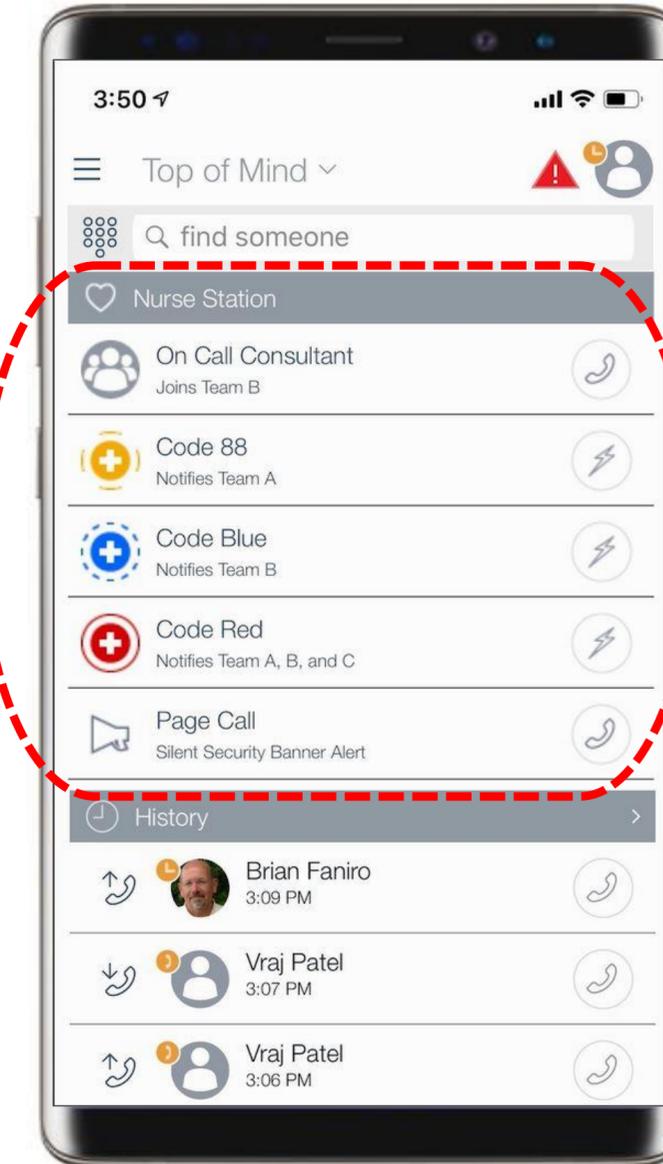


## ✓ Customise 'Top-of-Mind' Panel

- ✓ Initiate Breeze Workflows
- ✓ Calling / Messaging
- ✓ Browser Launch
- ✓ Trigger any Rest-API (IoT / AI)

## ✓ Embed actions / workflows into the Equinox Client Menu

## ✓ No app development needed!

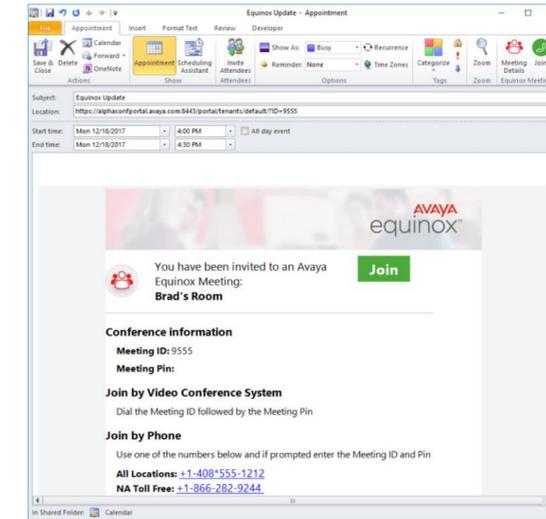




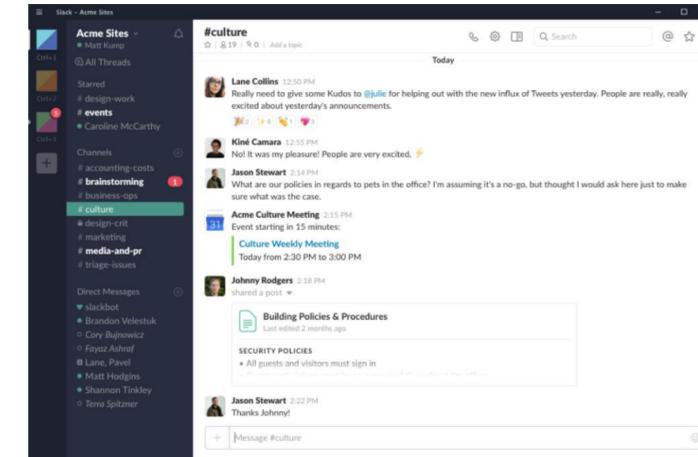
# Integration



  
amazon alexa



 Office 365

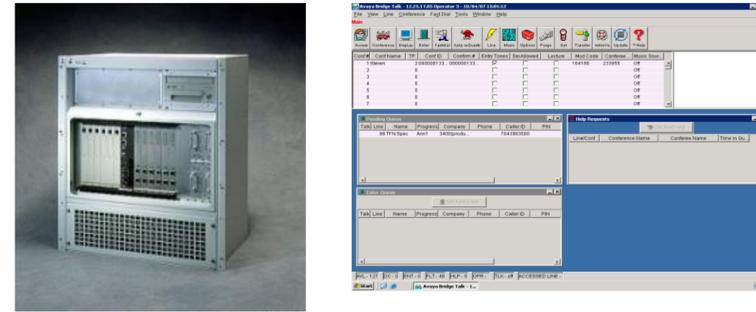


 slack

AVAYAIX  
COLLABORATION

# Consolidation – Conferencing Solutions

## Avaya Meeting Exchange



## Avaya Aura Conferencing 6, 7, and 8



## Meeting Exchange Express



RADVISION®

SCOPIA®



# Consolidation – Conferencing Solution **AVAYA** equinox™

## RICH HD TRANSCODED VIDEO



- ✓ Full multi-vendor interop. with any video room system (H.323 & SIP)
- ✓ Unmatched Quality of Transcoded Video
- ✓ Every connection has own customized video layout / stream

## NEW WITH V9.1 MULTI-STREAM VIDEO



- ✓ High scale, low-cost conferencing
- ✓ Supports Avaya Equinox clients & Avaya XT Video Room Systems
- ✓ Most recent active speaker's video sent to all participants as individual streams & can be viewed in different layouts

# AVAYAIX

## MESSAGING

# Consolidation – Messaging with Avaya Officelinx

IALX



C3000



Meridian Mail



Octel® Aria



Aura Messaging



CM Messaging



Modular Messaging



Call-Pilot



Intuity®



AUDIX®

MAP 5, 40, 100

Data migration available for

- Call-Pilot
- CMM
- AAM

## AVAYA OFFICELINX

Entitlement

Suites

A-la-carte

ASIPP

Licenses

Basic

Perpetual

Mainstream

Perpetual

Telephone User Interfaces



Officelinx



AUDIX



Call-Pilot



CMM / AAM

Cloud Hosted



ON-PREMISE

On-Premise Deployment



Avaya Converged Platform



Customer Provided Equipment

AVAYAIX

COLLABORATION UNIT

# Avaya Huddle Room Experience

Featuring Avaya IX Collaboration Unit...



Smart collaboration  
for geographically  
dispersed work  
groups!

**Enterprise class**  
for any size business

**Open and Cloud integrated**

Maximally interoperable with all  
industry standard applications

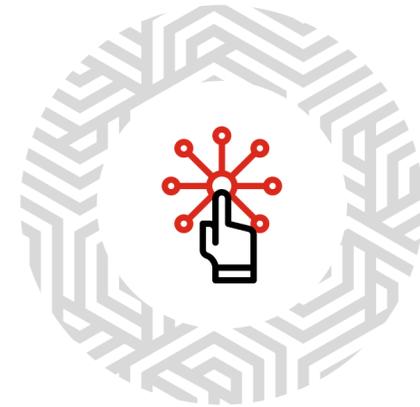
Avaya Equinox™ native  
smart collaboration

**Easy** to set up and use

Extensive set of **peripherals**

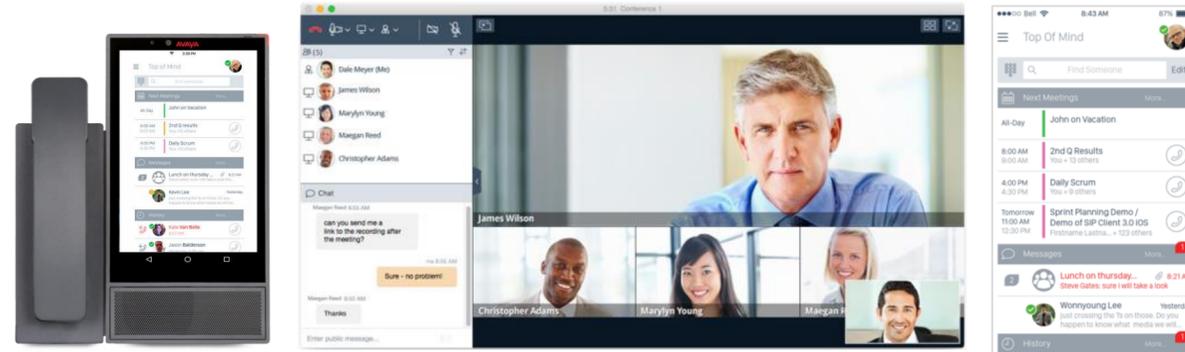
# Avaya IX Workplace

**Strong Core**

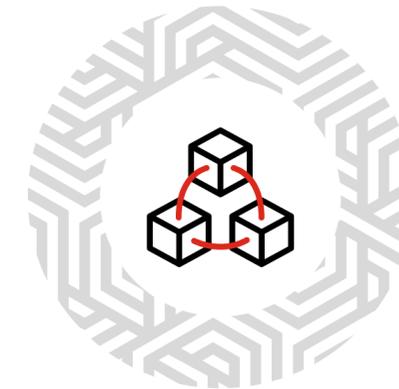


Mobility and  
Customized Apps

**Simple & Mobile UX**



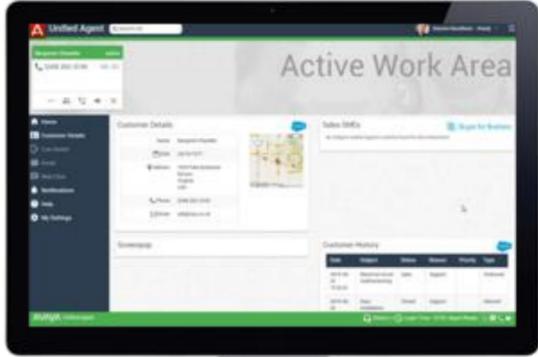
**Customizable**



SDK

AVAYAIX  
WORKSPACES

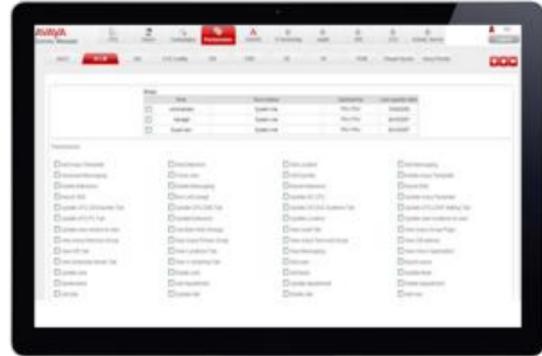
# Consolidation in Contact Centre - Workspaces



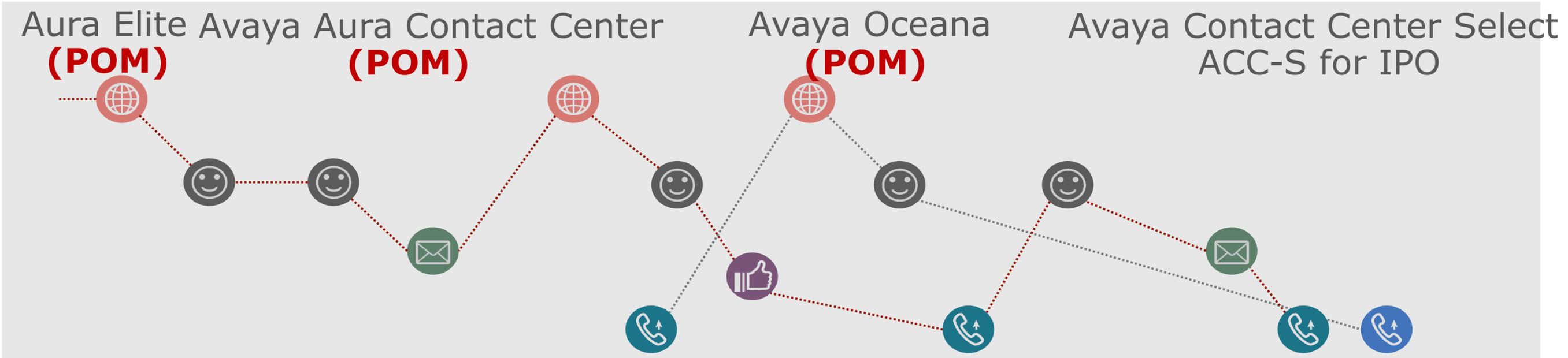
Agent



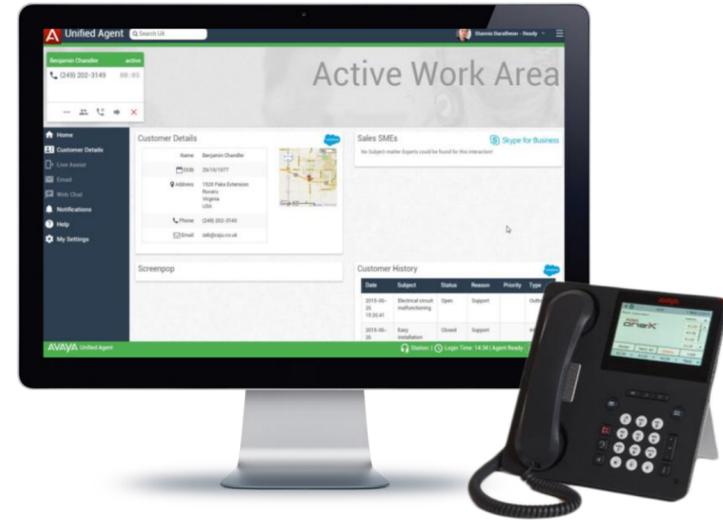
Supervisor



Administrator



# Consolidation in Contact Centre - Workspaces



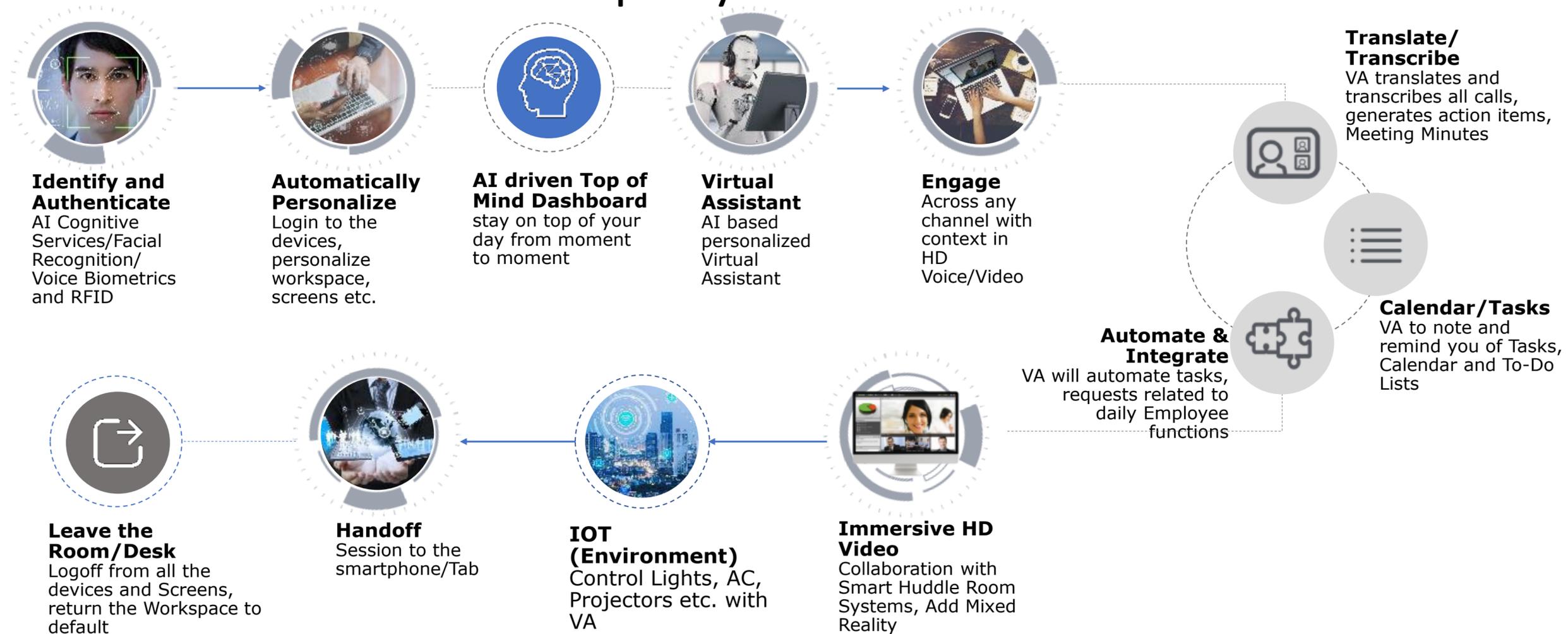
- ✓ One workspace, all channels
- ✓ Real-time omnichannel text, voice.
- ✓ Video added in specific releases.
- ✓ Agent scripting & compliance
- ✓ Customer timeline and history
- ✓ 1-click access to tasks & experts
- ✓ Fully customizable





**Build Completely  
New Experiences  
with Avaya**

# Day in the life of an Employee



# An Avaya Smart-Work Environment



# A single Platform...

To enable the end to end DX



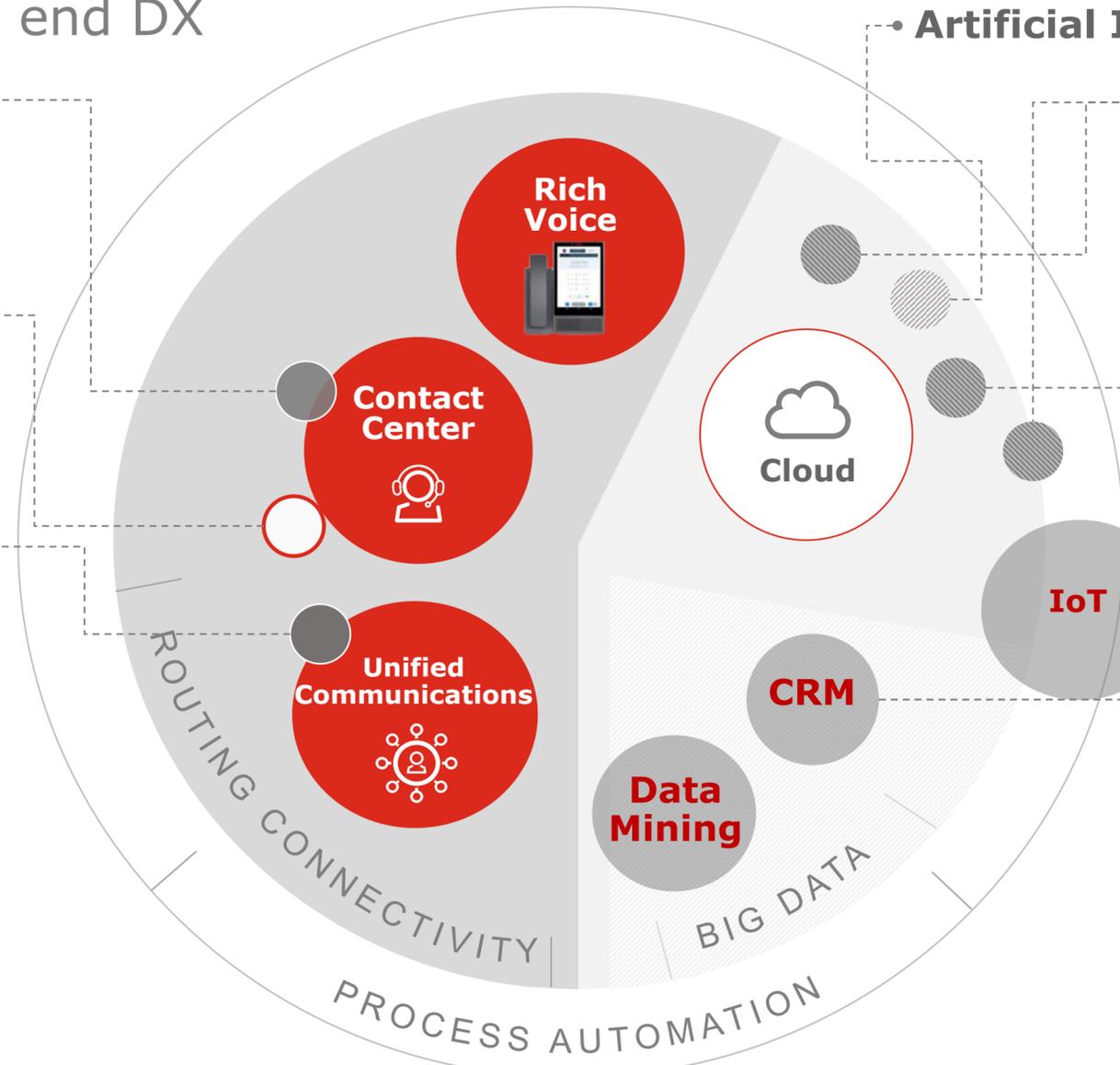
**Omnichannel**



**Mobility**



**Collaboration**



**Artificial Intelligence**

**Snap-Ins**



**salesforce** service cloud

**Microsoft Dynamics**

**THE NEW AVAYA**

**OPEN  
AGILE  
BUSINESS  
USE CASE DRIVEN**

# Consolidation



**Avaya is recognized as an April  
2019 Gartner Peer Insights  
Customers' Choice for Unified  
Communications**



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