

EXPERIENCE AVAYA

POLAND



#ExperienceAvaya

EXPERIENCE **AVAYA**

POLAND

SHAPING INTELLIGENT CONNECTIONS

THOMAS RÖMER

Corporate Solutions Technologist Director



@ThomasRoemer5



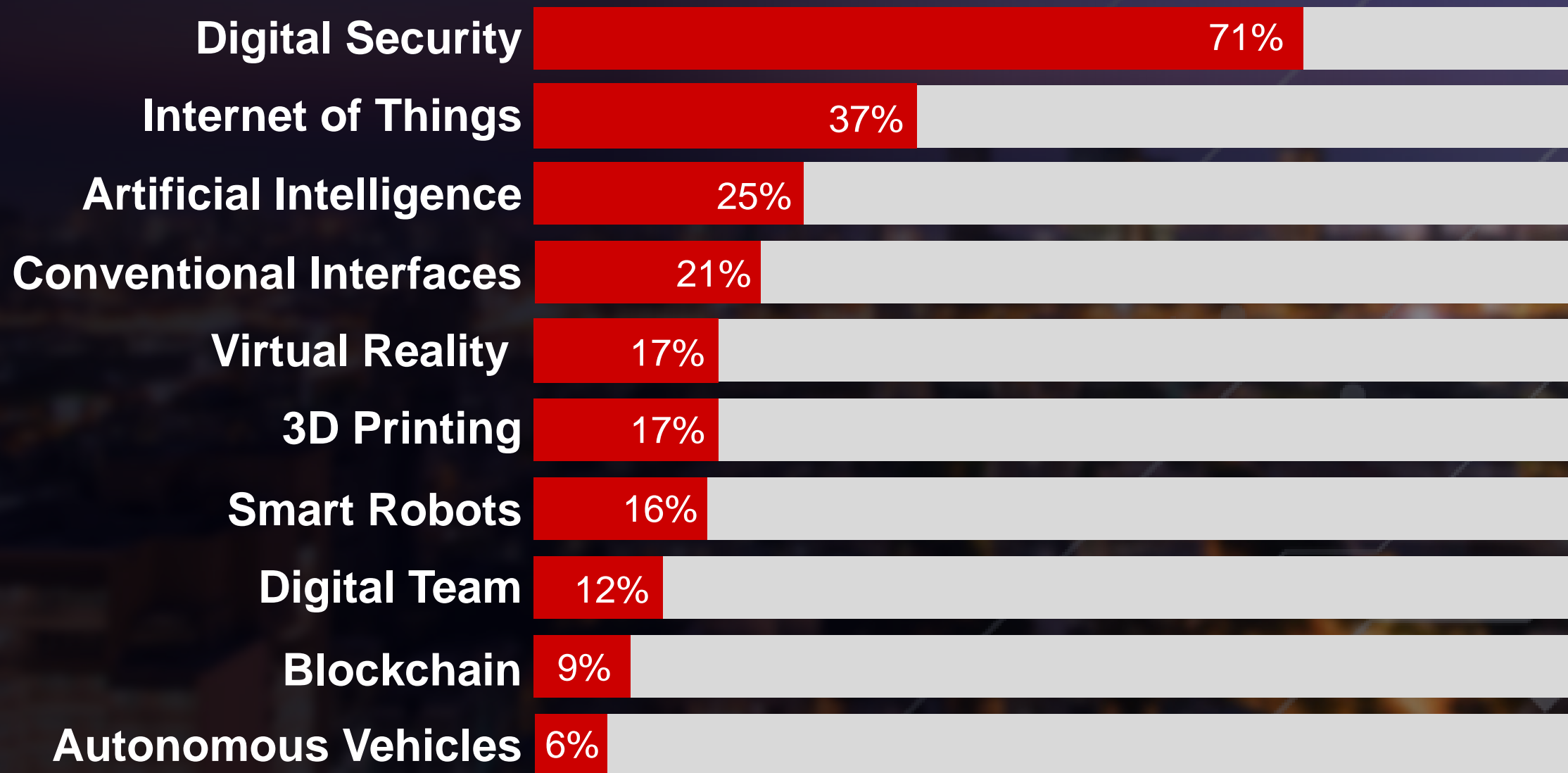
DIGITAL TRANSFORMATION OUTCOMES

CUSTOMER INTIMACY

SPEED TO MARKET

USER ADOPTION

DISRUPTIVE TECHNOLOGY ADOPTION IS INCREASING



■ Have already invested and deployment / in short-term planning

■ All other responses

The Gartner logo, consisting of the word "Gartner" in a blue sans-serif font with a registered trademark symbol, and the word "predicts" in a smaller, black sans-serif font below it, all contained within a white circular background.

Gartner
predicts

THROUGH 2020

60% of your time and cost to build a digital platform
is on **INTEGRATION**

MODALITY OF INTERACTIONS – EVOLUTION



Human to Human

Today – start digitally and then consume voice channels...
The past – start with voice to use digital content



Machine to Machine/Human



AI & IOT fully integrated Real-Time Experiences



Automated Channel with Real Time Contextual Analytics

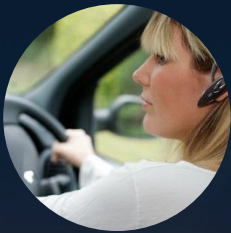


Voice Channel



Multichannel

MODALITY OF INTERACTIONS – UC EVOLUTION



SYMBOL	STATUS	REAL MEANING
● (Green)	AVAILABLE	?
● (Yellow)	BUSY	?
● (Red)	AWAY	?
● (Red with slash)	DO NOT DISTURB	?
● (Grey)	OFFLINE	?



AI + IOT + UC

UC + RT - Context

UC + Presence

Telephony



Human to Human



AI & IOT fully integrated Real-Time Experiences



Automated Channel with Real Time Contextual Analytics



Multichannel



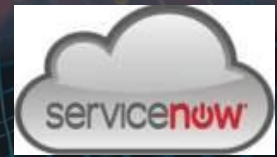
Voice Channel

IOT & WORKSTREAM COLLABORATION

Real Time Information for Better and Faster Reactions



Incidents Management



+ Any 3rd Party Team Spaces

Team Space is dynamically created

Add required Team members

Report IoT Data into the Team Space

Ambient Temperature Monitoring & Quality Control with Machine Vision

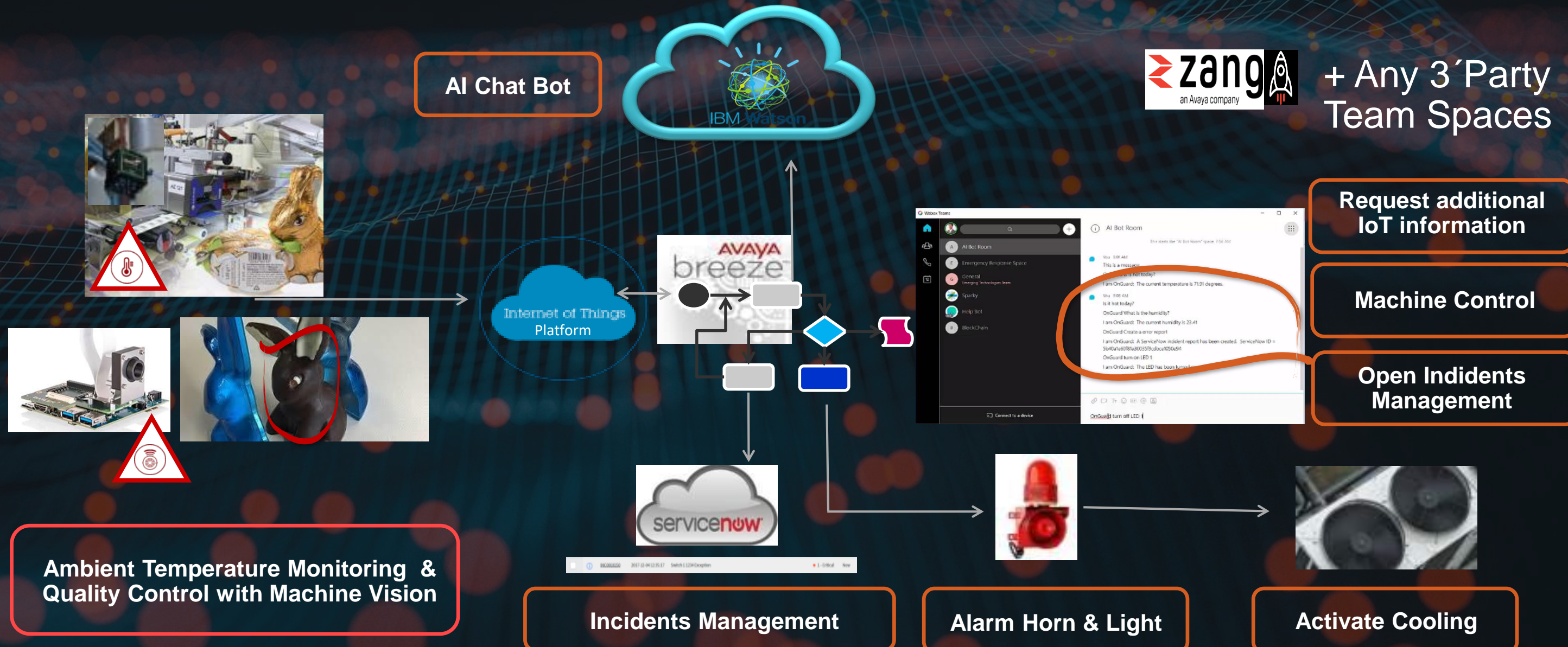
Database for Shift & Team Information

Alarm Horn & Light

Activate Cooling

IOT, AI & WORKSTREAM COLLABORATION

Real Time Information for Better and Faster Reactions



AI Chat Bot



+ Any 3' Party Team Spaces

Request additional IoT information

Machine Control

Open Indidents Management

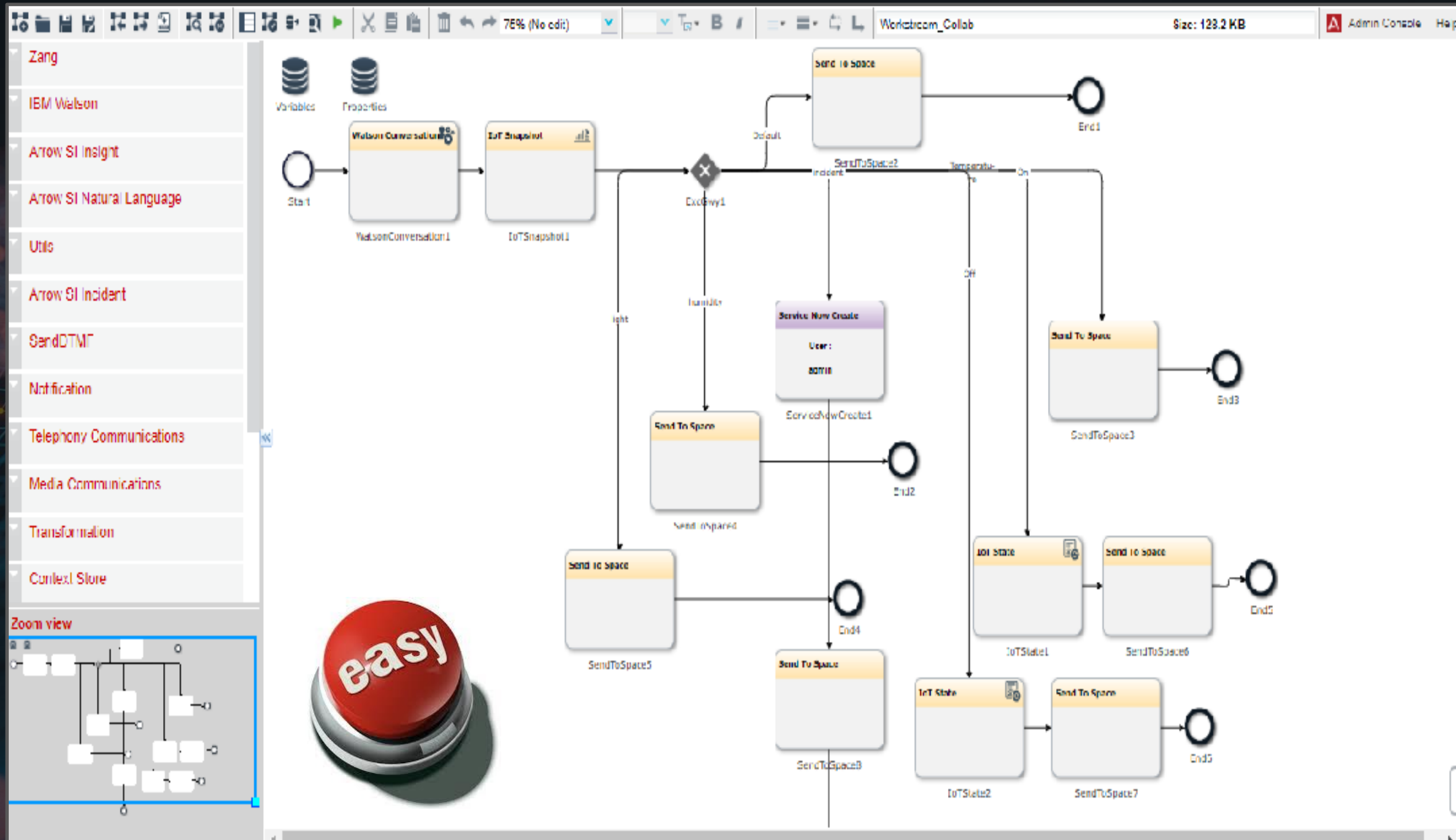
Ambient Temperature Monitoring & Quality Control with Machine Vision

Incidents Management

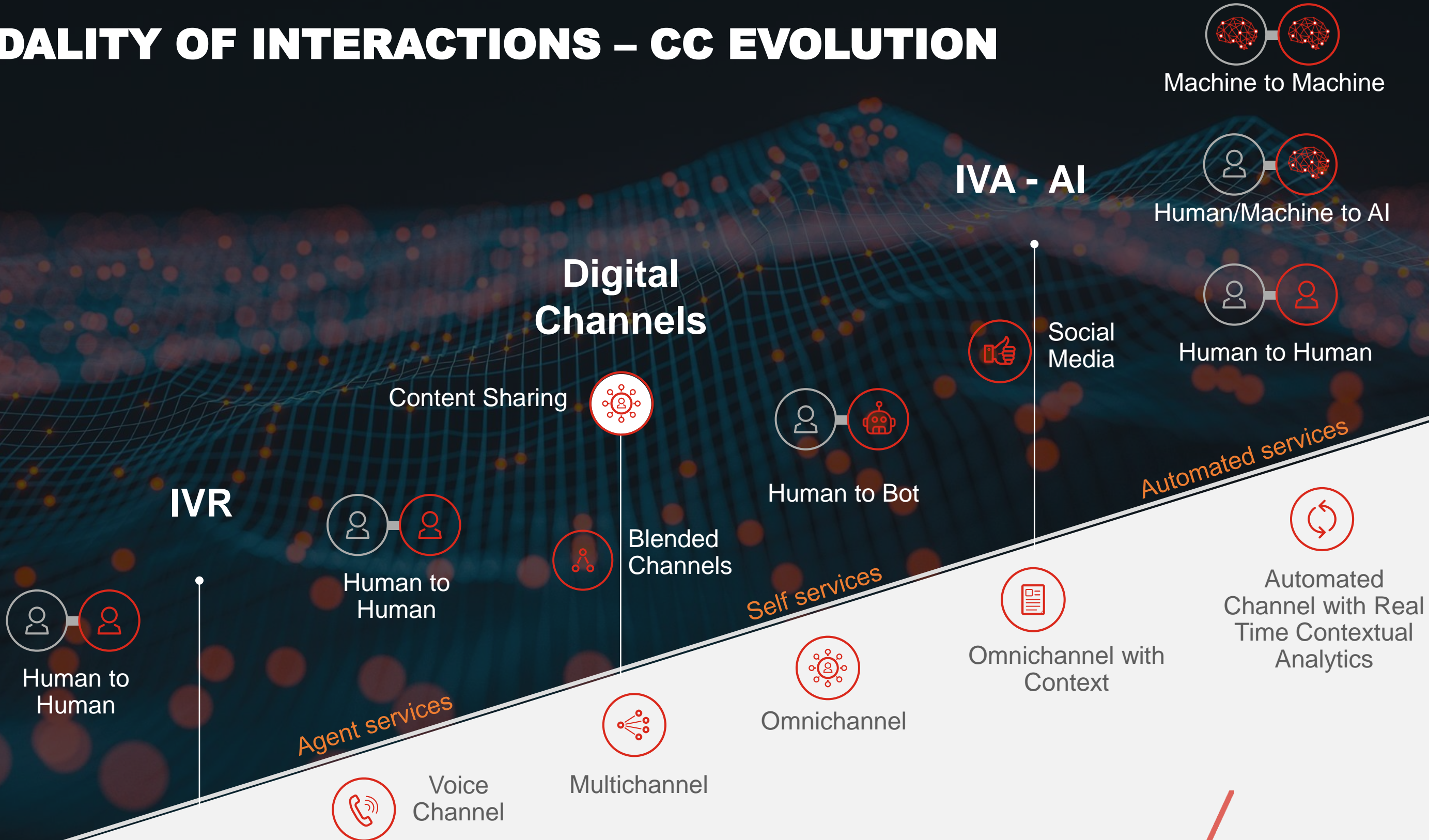
Alarm Horn & Light

Activate Cooling

AVAYA ENGAGEMENT DESIGNER



MODALITY OF INTERACTIONS – CC EVOLUTION



CUSTOMER EXPERIENCE & INTELLIGENT CONNECTIONS

Household Appliance (fridge) below operating temperature



Sensor detects condition and sends Telemetry & Diagnostic information via IoT Platform to Service Center



Service Center receives contextual information and combines them with customer CRM records

Customer will be contacted by preferences

Based on the available information, a clear approach and recommendation can be provided to the customer

Customer dialog transcribed and made available to CRM Application



8 STRATEGIES FOR THE CUSTOMER CENTRIC ORGANIZATION



#1 Consumers want Experiences



#5 The Personal Data Dilemma



#2 New Voice Technology Growing



#6 P2P Voice vital for Customer Centricity



#3 Omni-channel Accelerates



#7 Video drives Human Touch



#4 Predictive Services in demand



#8 Employees ambitious for better tech

EMPLOYEE PRODUCTIVITY / EFFICIENCY

PRIMARY DRIVERS FOR DX



Source: research commissioned by Avaya, March 2018

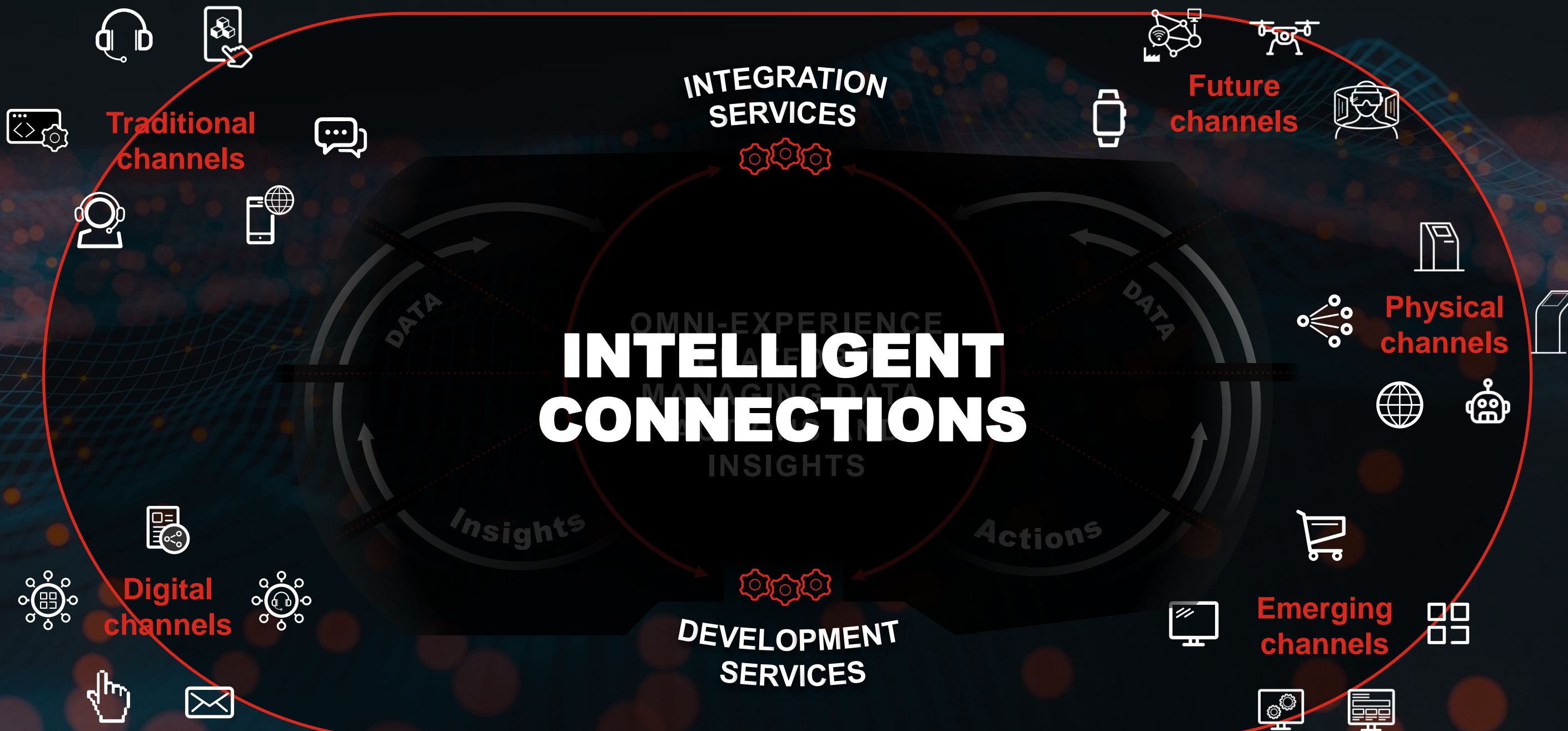
How Can
Avaya
Help You
Build

INTELLIGENT
CONNECTIONS

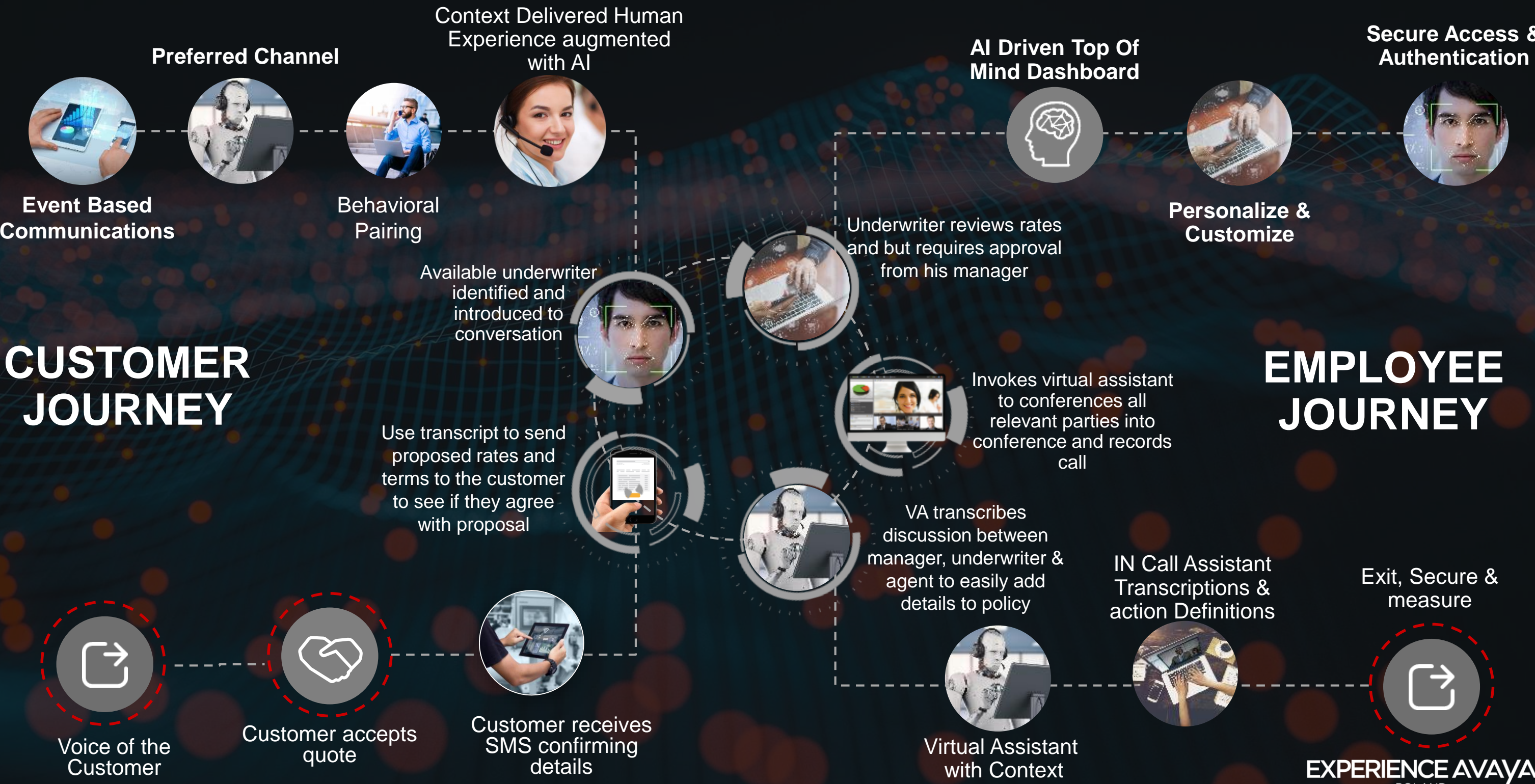
CONNECTIONS



INTELLIGENT CONNECTIONS



DEFINING INTELLIGENT CONNECTIONS

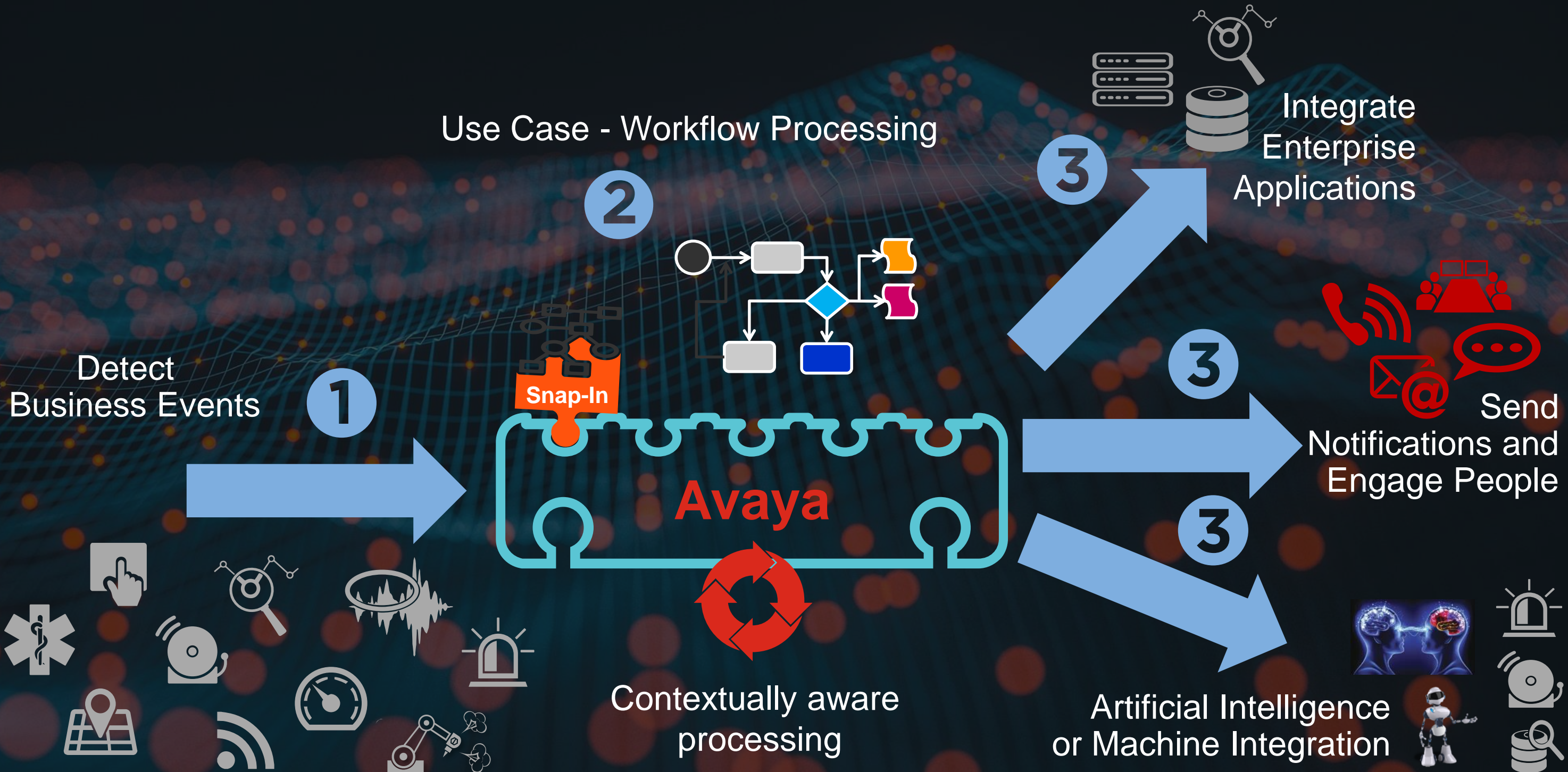


AVAYA: INTELLIGENT CONNECTIONS

HELPING ENABLE THE ENTERPRISE READY TO SERVE



“IF THIS THEN THAT” 2.0 FOR ENTERPRISE

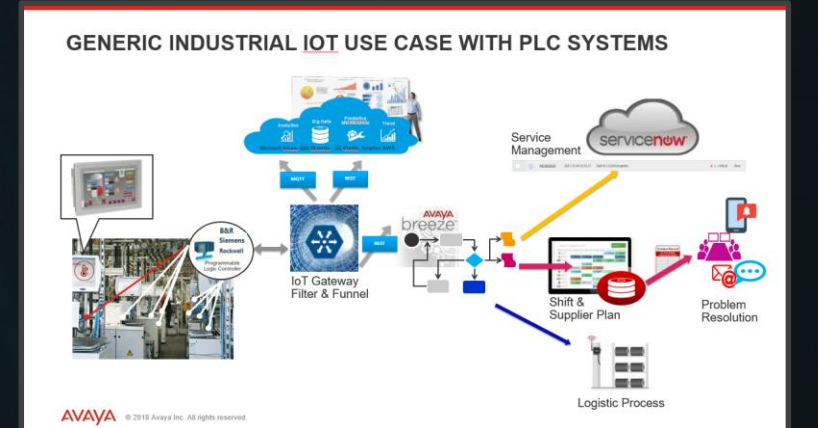
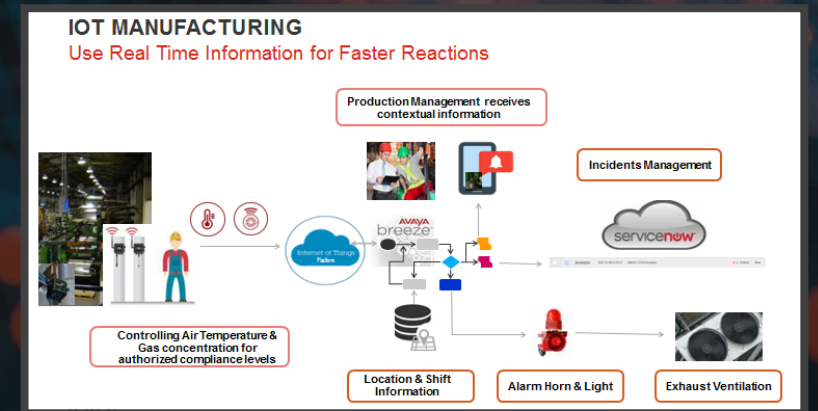
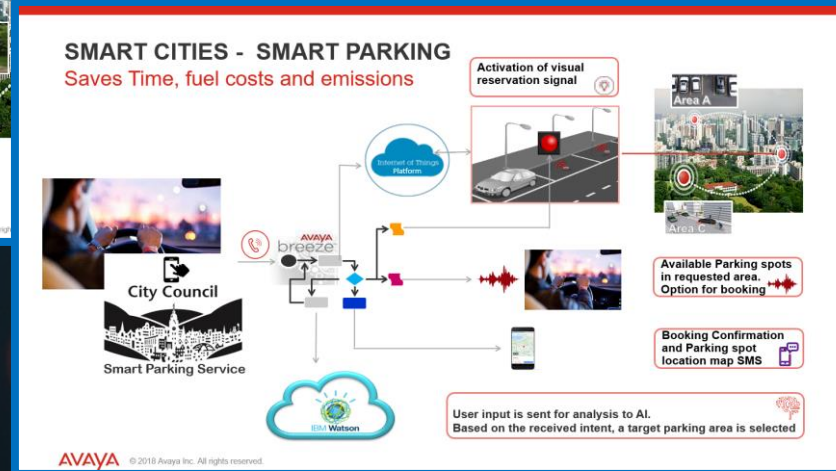
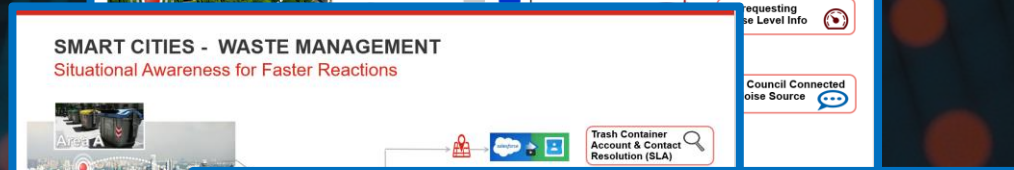
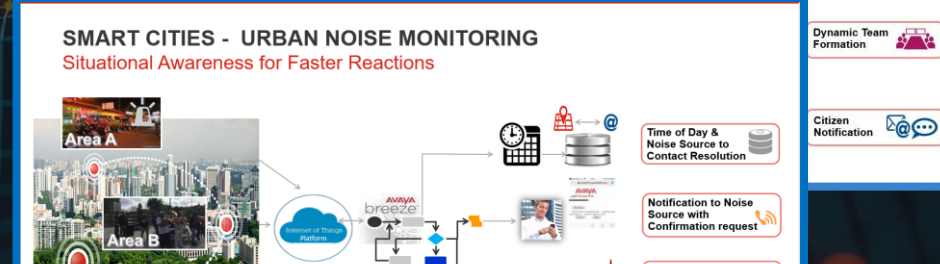
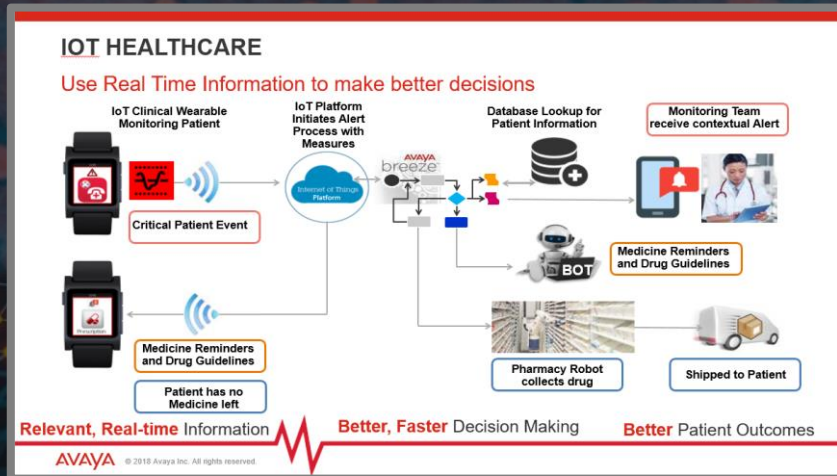


IOT USE CASE CATEGORIES

Healthcare

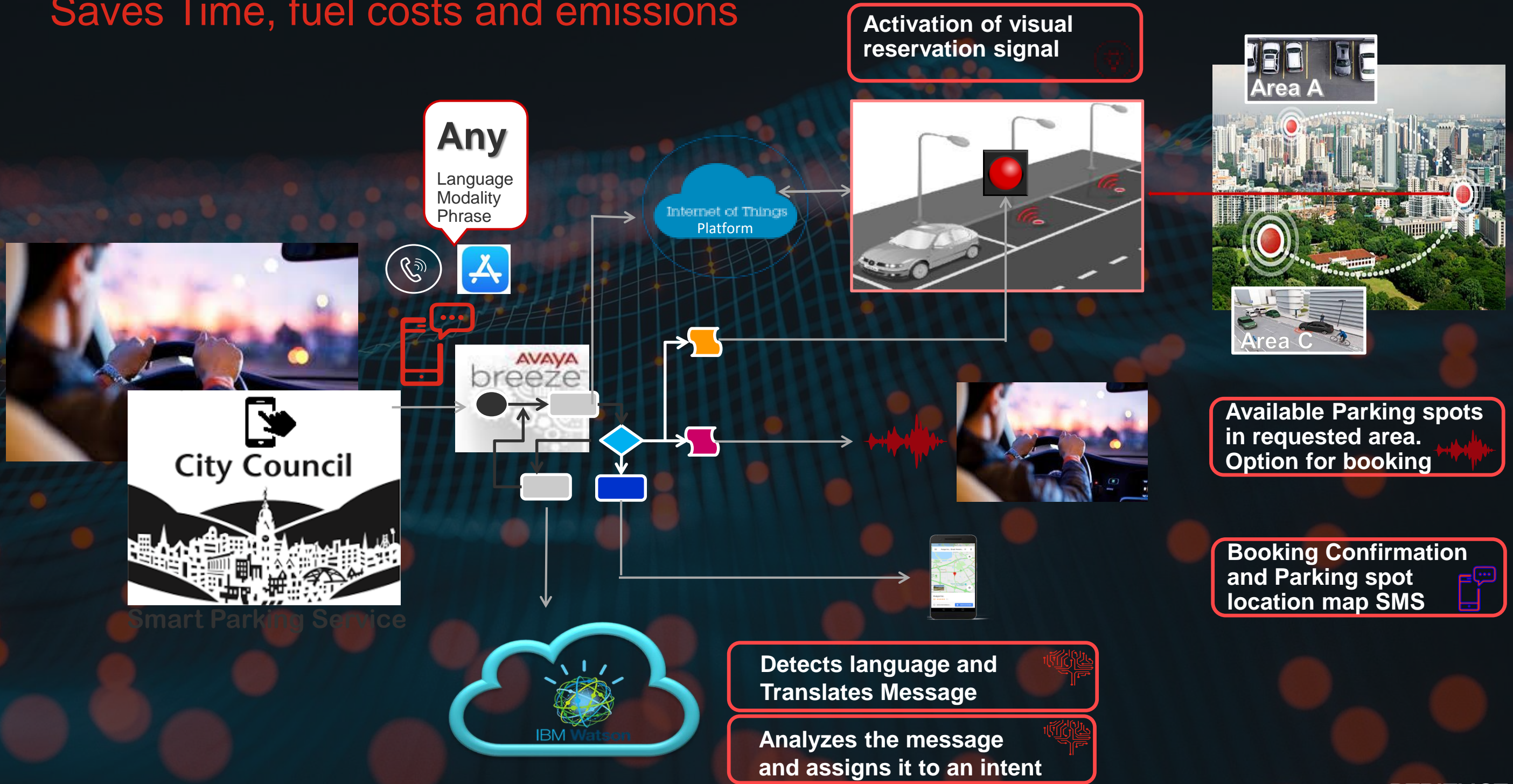
Smart Cities

Manufacturing



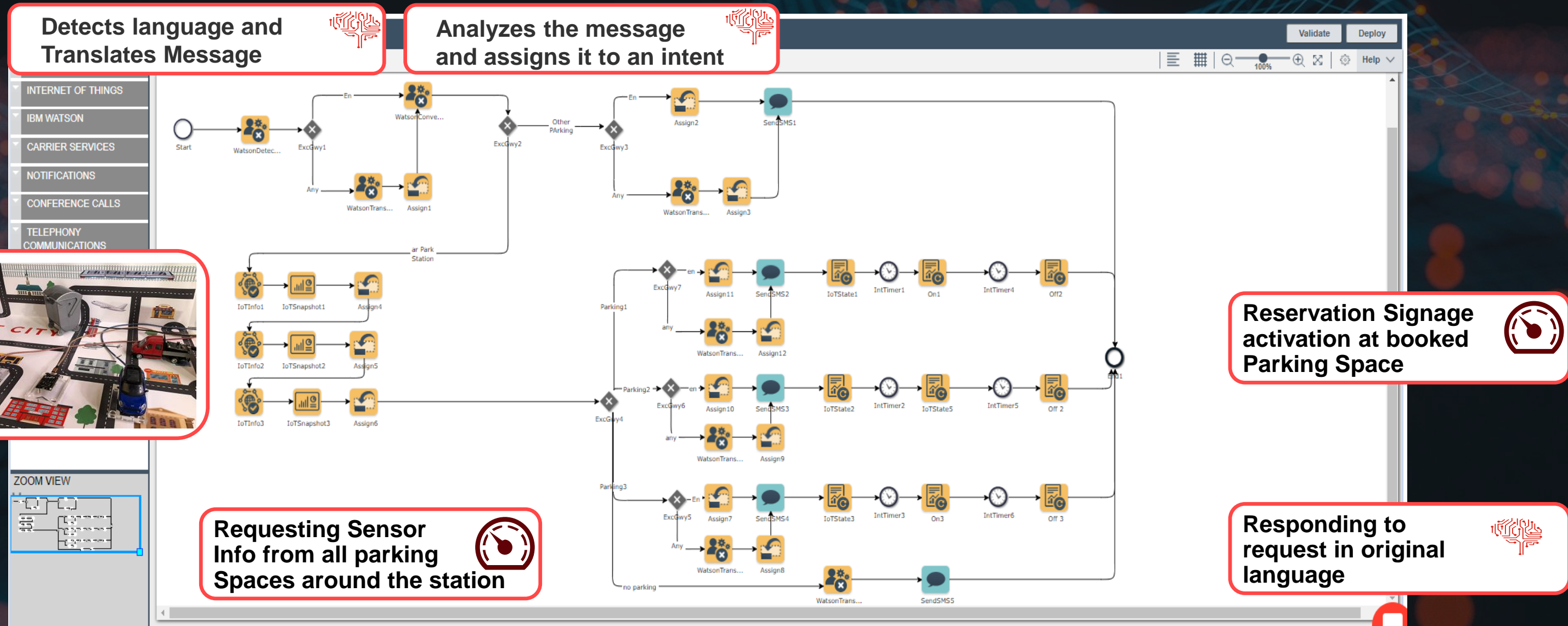
SMART CITIES - SMART PARKING

Saves Time, fuel costs and emissions



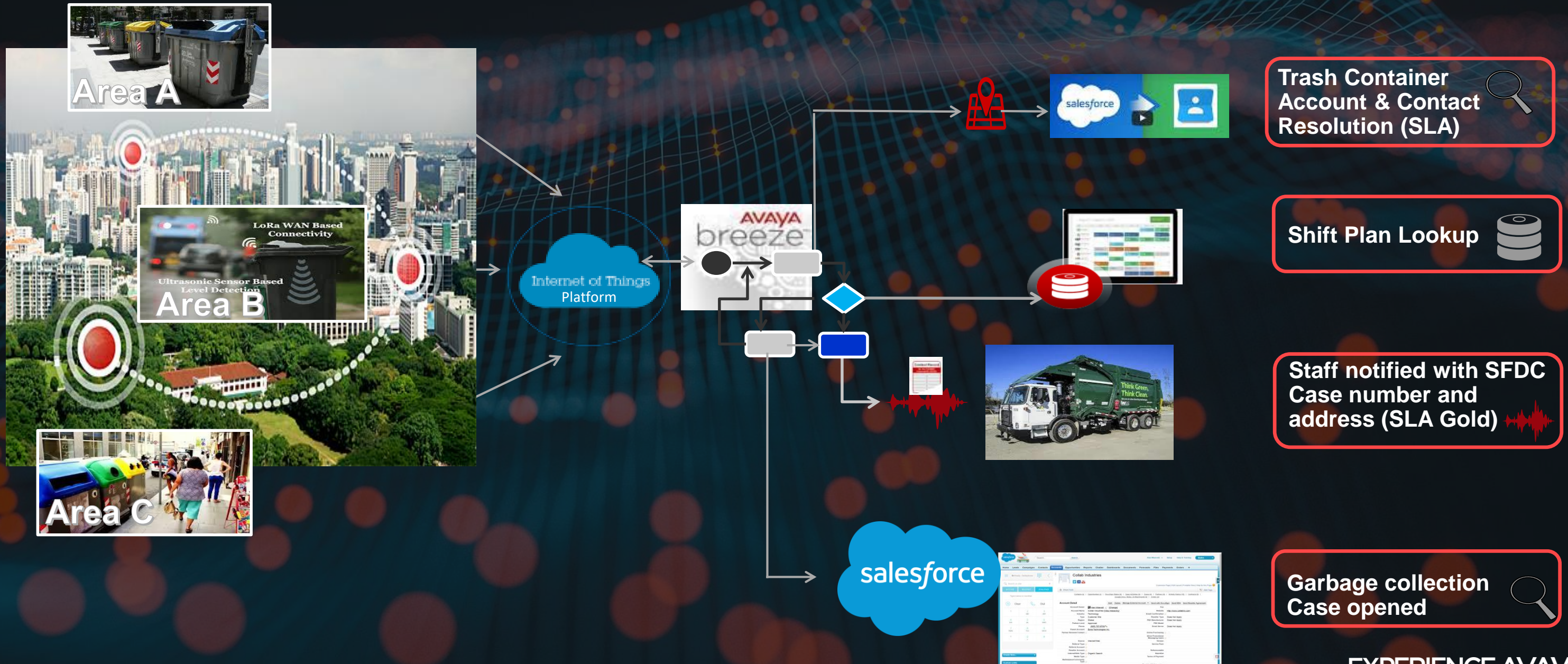
SMART PARKING – AUTOMATED WORKFLOW

Avaya CPaaS



SMART CITIES - WASTE MANAGEMENT

Situational Awareness for Faster Reactions



SMART CITIES - WASTE MANAGEMENT

Situational Awareness for Faster Reactions



Garbage collection Case Closed

AVAYA