

EXPERIENCE AVAYA

POLAND



#ExperienceAvaya

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ABOUT ENGELBART

Engelbart Software is AVAYA DevConnect Partner since 2011

Leader in Breeze and Client SDK Development



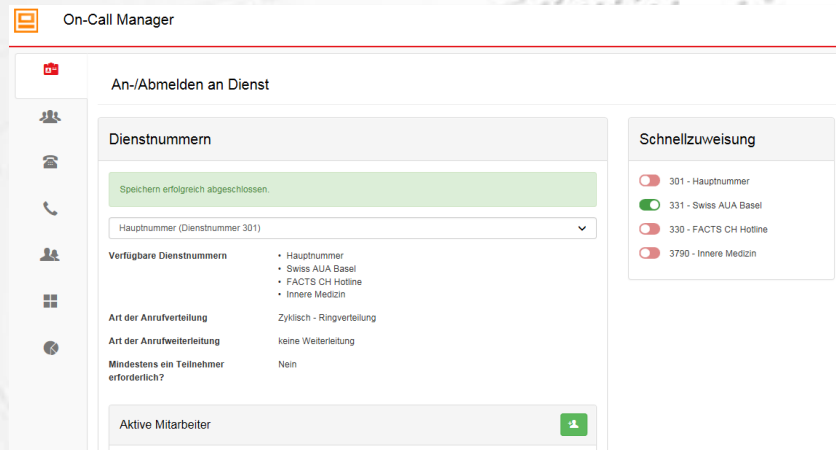
Geographical Scope

Locally based in Germany and Switzerland but driving global projects

**Our Know-How ...
Your Added Value**

ABOUT ENGELBART

Our Verticals



AVAYA Aura Management

- Management of Telephony
 - Process Automatization
 - Self-Management



AVAYA Breeze Snap Ins

- Standardized Rules Engine
 - Customized Snap Ins



AVAYA Client SDK

- Fully customizable Soft Client
 - Solutions for Agents
- Solutions for Alarm Control Units
- Integration of Multimedia Content

CUSTOMER USE CASE

Project Goals for “workplace of the future”

Hard Goals

- ▶ TH93 is out of support and spare parts running out of stock
- ▶ Very limited possibilities for key figures measurement
- ▶ Waiting times of 20+ minutes were determined, processing times could not be measured
- ▶ Missing possibility to expand the existing trader solution and onboard new functionality

Soft Goals

- ▶ Modernization to increase employee satisfaction and efficiency
- ▶ Modernization to increase range of offered services, service quality and customer satisfaction



CUSTOMER USE CASE

During an evaluation phase, the following requirements have been defined by the customer

Telephony functionality

- ▶ Modern Call Centre Soft Client with touch controls
- ▶ Implement an Enhanced Caller ID (ECID)
- ▶ Possibility for dynamic context based CLIP adjustments
- ▶ VDN discovery for Agents
- ▶ Dynamic Backlisting (parking barriers)
- ▶ Last Agent Routing

Integration requirements

- ▶ Integration of various legacy application by AES, CTI, AD, DBMS

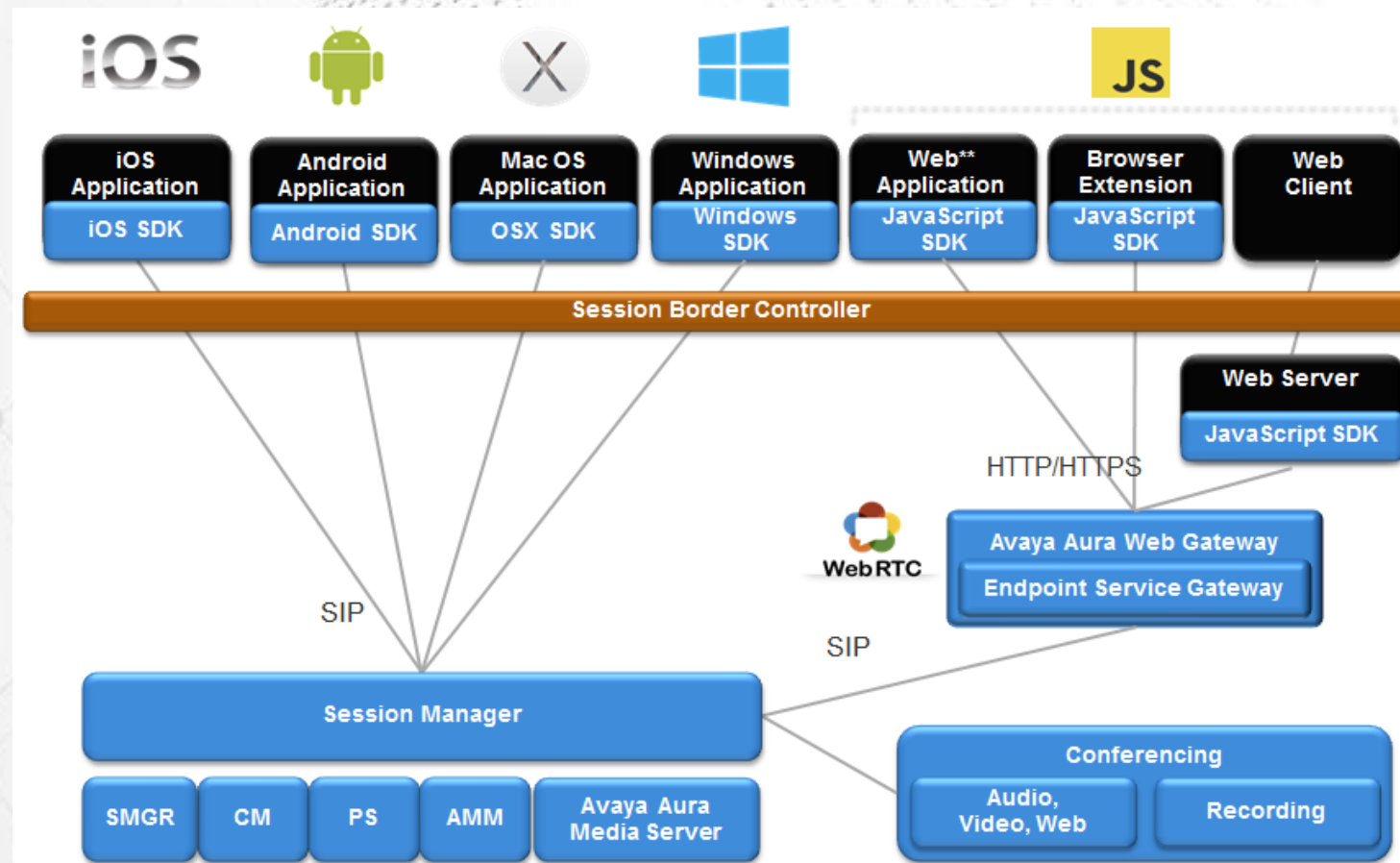
>>> Customised Solution needed



CUSTOMER USE CASE

Based on the customer requirements following setup has been chosen

- ▶ AVAYA Breeze JavaScript Client SDK as Framework for dedicated soft client
- ▶ Engelbart esuits² BRE Server & Elite Middleware for specific connectivity



esuits² BRE Server

- Call routing
- Contact Meta Database
- Connector to legacy products



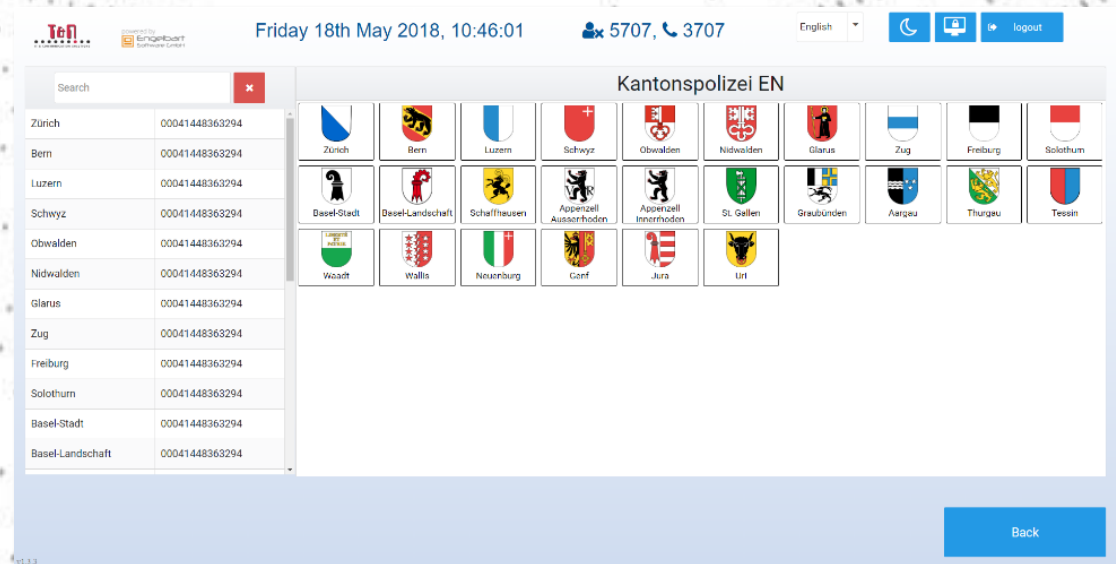
esuits² Elite Middleware

- Connecting to DMCC for Agent Status

CUSTOMER USE CASE

Following functionality has been integrated (abstract)

- ▶ Agent Desktop supporting 30 CC Agents at 3 locations running HA
- ▶ Standard Telephony functionality + Conferencing + Call Center
- ▶ Supporting enhanced telephony functionality
 - Last Agent Routing
 - Added call information (ECID, VDN)
 - Grouping of Speed Dial Buttons
- ▶ Centralised Phonebook based on multiple data sources
- ▶ CTI Integration of 3rd Party applications
- ▶ Integration of case related instructions
- ▶ Presence & Agent Status, CLIP & CLIR, Blacklist



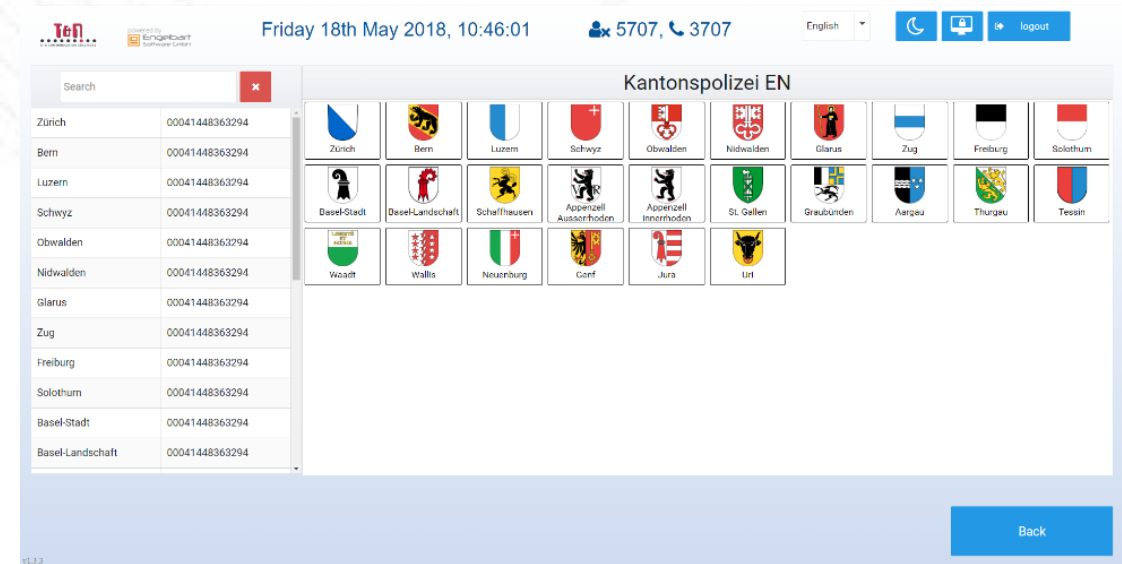
CUSTOMER USE CASE

From:



- ▶ Outdated technology
- ▶ Unhappy customer and agent
- ▶ Messed up situations

To:



- ▶ Latest technology
- ▶ Reduce of lead times
- ▶ Increase of customer satisfaction
- ▶ Increase of agents experience

NEXT STEPS

Evolution of the solution

v1.6.2

Identified Target Groups

- ▶ Alarm Control Units (private / public)
- ▶ Call Centre Agents Client
- ▶ Office Phone
- ▶ Switchboard / Attendant consoles

EVOLUTION OF THE SOLUTION



Voice Driven AI

- ▶ Real Time Transcription of callers voice
- ▶ Real Time Translation in any language
- ▶ Voice Recognition & Control
- ▶ Voice Biometric and Analytics



IOT Integration

- ▶ Alderley home care taker



Multi Media and context related Data

- ▶ Work instructions and documentation
- ▶ WebRTC Video and RTT Chat










- ▶ All personal data stays on customer premise
- ▶ No cloud interaction with GDPR relevant data

EVOLUTION USE CASE

- ▶ Around 150000 calls / year in regards to road side towing assistance
- ▶ Automatization of service request needed

Workflow

-  Customer calls for road assistance
-  AI ask customer for number plate
-  Customer give number plate and AI validates input
-  AI ask customer for Locations
-  Customer give Locations and AI validated input
-  AI determines next garage and place ticket
-  AI informs customer about garage and expected pickup time

AVAYA