AVAYA | Experiences That Matter

Six Ways to Put Avaya OneCloud™ CCaaS to Work for Your Business

Deliver an Effortless Customer Experience with a Hassle-free, Always-on Contact Center

Avaya OneCloud CCaaS offers a seamless path to the cloud with powerful customer experience tools from one of the industry leaders. Avaya provides you the features your contact center requires to meet the needs of your customers and agents, using the power and versatility of a true cloud solution.

Avaya OneCloud CCaaS makes it easy for your organization to deliver an effortless customer experience across voice and digital channels while helping you to maximize individual and team performance.

1 **Business Continuity -** Extend your capacity to support **remote offices and work-at-home agents**. Get additional capacity when you need it.

2 **Build Customer Loyalty - Deliver an effortless customer experience** throughout the journey—**across voice and digital channels and devices**. It's intuitive and proactive, offering the consistent, personalized service that's needed to build customer loyalty.

3 **Improve Call Outcomes in Real-Time - Increase agent performance in real time** by delivering prompts, initiating workflow actions, and enhancing compliance based on words or phrases spoken by customers.

4 **Automated Self-Service - Facilitate an effortless customer experience** by enabling customers to complete all or part of their voice inquiry using touch tones.

5 **Maximize Performance and Productivity -** Drive **employee productivity** with an intuitive web-based agent desktop, end-to-end call recording, screen capture, quality management, live monitoring, coaching, analytics and more.

6 **Do what you do best -** Focus on caring for your customers, rely on Avaya to care for your customer communications environment.

Get Started Today
Get started today or learn more by visiting the Avaya Storefront.

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