

# EXPERIENCE AVAYA

Dublin



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# The Customer Experience Challenge

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#Ideas2inspire





# Intelligent eXperiences

Defined



## Customer eXperience

**Personalized**

**Intuitive**

## Employee eXperience

**Connected**

**Informed**



# Intelligent eXperiences

Enabled

## Voice & Text

The 'New' User  
Interfaces with Capability



## AI & Automation

Empower, not Replace



## Converged Enterprise

Enables CX





CX EXtraordinaire

**Customer**  
James



**Alexa**



**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

**Customer**  
James



# Delighting the Customer

## Super Personalised

A.I.  
Virtual Assistants

## Super Intuitive

Automation Conversational  
Interfaces /NLP  
Voice Biometrics

## Super Connected

Omni-channel  
Whatsapp Integration  
Work Assignment

## Super Informed

Proactive Context  
Proactive Notifications

# Solutions Overview:

## Capabilities

### Management

**Self Service** Management  
**Campaign** Management  
**Quality** Management  
**CX** Dashboard

### Workspace

**Agent** Management  
**Supervisor**  
**Back Office**

### A.I. and Automation

**Chatbots** and Contextual  
**Virtual Assistants**

### Real-time Analytics

**Text** Analytics  
**Speech** Analytics  
**Context**  
**Quality** Automation  
**Work** Assignment

### Collaboration

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

## Omnichannel Self & Assisted Service



# **Avaya's** Open Innovation is a Cultural Shift



**VERINT.**

 **NVT  
PHYBRIDGE**

**AVAYA**  
& friends  
The Collaborative Advantage

 **ii prognosis**

***eGain***<sup>®</sup>

 **EMPIRIX**

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