



OVERVIEW

Avaya is redefining unified communications to be a natural, convenient way to engage, respond, and share. Avaya puts UC cloud solutions in the applications, browsers, and devices that people use every day.



KEY FEATURE AND DIFFERENTIATORS

Avaya Competitive Differentiation

- A long history of Market-leading UC solutions innovation
- No upfront or setup costs
- Multi-site installs with unified management make UC easy



LOCATIONS

Santa Clara, CA

Headquartered in Santa Clara, CA with offices in NC, NY, NJ, TX, FL, CO, GA, IL & VA

Avaya has locations all over the world



SERVICE OFFERINGS

CLOUD

UCAAS

Create a seamless engagement experience for your customers and employees. Regardless of where they are working or the device they are using, give your people the communications and collaboration capabilities that will set your business apart—and allow you to compete with businesses that are much larger. Do all of that and much more with Avaya Cloud Unified Communications—the new cloud-based telephony platform from Avaya. Our solution has everything you need — phones, apps, messaging, conferencing, video, even your own team meeting space... all in a single, flexible platform.

CCAAS

Have peace of mind knowing you're always up to date in a secure, compliant, worry-free Contact Center as-a-Service (CCaaS) solution that your agents will love. Pay as you go at an affordable monthly price. The result is high customer satisfaction, low attrition, and brand loyalty. Key products: A unified cloud solution



IDEAL CUSTOMER PROFILE

Ideal Customer Profile

- Telephony user or manager dissatisfied with call quality and services
- Small medium-sized businesses with limited IT staff
- Remote and/or mobile workforce looking to connect anytime, anywhere from any device
- Users of cloud-based applications; Google Apps, Office 365, Skype for business, Lync and Salesforce
- Concerned about cloud security and wants the comfort of knowing all their calls are encrypted
- Companies whose user needs vary from basic to advanced
- Seasonal staffing with peaks & valleys
- Start-up organizations with changing requirements

providing customer interaction, call recording, screen capture, IVR, inbound and outbound customer interactions, omnichannel support and more—all in one, integrated platform.



QUALIFYING QUESTIONS

1) What are your current and future plans to better utilize your communications or phone systems over the next several years? 2) If your phone system could do one thing better for you, what would it be? 3) What are your concerns around cloud security? 4) If you're considering the cloud, what makes it an attractive option? 5) How are you enabling employees (distributed or mobile) to be just as accessible and productive as if they were sitting at their desks? 6) How are you currently dealing with the inevitable staffing on/off boarding? 7) How do you plan to migrate to new communications technologies from what you currently have? 8) How could you benefit from initiating calls or messaging directly inside web-based applications like Google Apps, Office 365, Skype for business, Lync and Salesforce? 9) How is your current phone system set up in a way to support your future needs? What features might you need?