

Contact Center



Avaya Remote Agent Solution Offers During COVID-19

Keep Agents Safe Without Compromising Productivity or Customer Service

It's our goal at Avaya to create positive change in the world through our business technology, even when things aren't "business as usual." This is uncharted territory for all of us as we face the ever-changing circumstances related to coronavirus (COVID-19), but the only way to face it is together. It's times like these when meaningful human connection matters most.

The contact center is at the heart of the customer experience, yet organizations need to follow guidance from global health organizations and governments and keep their agents safe at home. It's the right thing to do, and the technology exists to seamlessly transition agent workforces to a remote model that doesn't affect productivity or quality of customer service.

As a global leader in contact center and unified communications solutions, Avaya took immediate action to provide essential services for those who need them most. This includes a range of contact center offers that keep agents protected and productive as organizations navigate the chaos surrounding coronavirus. As a result, we have enabled companies to move more than 200,000 contact center agents to a remote working model within weeks.



About Avaya

Businesses are built on the experiences they provide and every day millions of those experiences are built by Avaya (NYSE:AVYA). For over one hundred years, we've enabled organizations around the globe to win—by creating intelligent communications experiences for customers and employees. Avaya builds open, converged and innovative solutions to enhance and simplify communications and collaboration—in the cloud, on premise, or a hybrid of both. To grow your business, we're committed to innovation, partnership, and a relentless focus on what's next. We're the technology company you trust to help you deliver Experiences that Matter. Visit us at www.avaya.com.

Here are the highlights of Avaya's remote agent solution offers during COVID-19:

These offers span multiple Avaya contact center platforms including:

Avaya Contact Center Platform	Avaya Remote Agent Application
Avaya Call Center Elite	Avaya Agent for Desktop or Avaya one-X Agent
Avaya Oceana Solution	Avaya Agent for Desktop or Avaya IX Workspaces
Avaya Aura Contact Center	Avaya Agent Desktop
Avaya Contact Center Select	Avaya Communicator for Windows or Avaya IX Workplace

At the core of this offer is a 90-day complimentary access license for the Avaya Remote Agent applications shown above. This license will be temporarily available for customers with existing office-based agents who need to work remotely for the 90-day access period. Customers wishing to add additional agents should contact their Avaya Account Manager or Avaya Partner.

Customers have the option to obtain permanent licenses at the end of the 90-day period if they wish. Customers using Avaya one-X Agent and Avaya Agent for Desktop temporary licenses can take advantage of special six- or twelve-month subscription licenses before or after the 90-day period ends.

If you're not sure which remote agent option is the most appropriate given your current scenario, contact your Avaya Account Manager or Avaya Partner and they'll help you find the best solution for your needs. All orders must be placed by August 31, 2020.

Speak with an Altura Account Manager to learn more:

(800) 654-0715
AlturaCS.com