



AVAYA

Engage The Power of We™

OnAvaya™ | Google Cloud Platform

Flexible and powerful cloud-based UC and CC designed for your midsize business

When leaders in their respective fields come together to deliver a game-changing solution, it's our customers who benefit. Engineering 21st-century engagement and mobility, Avaya and Google have collaborated to deliver **OnAvaya | Google Cloud Platform**, a new cloud-based Customer and Team Engagement solution that's simple to use, delivers a seamless UC and customer experience, and can be up, running and deployed quickly.

Backed by Avaya's award-winning support services and delivered by our authorized partners, you can bring leading-edge **OnAvaya** unified communications and contact center capabilities to your workforce, help desk and customer service agents whether they are located in the office or are working remotely. Unlike traditional on-premises CapEx-based solutions, OnAvaya runs in the cloud, enabling you to take full advantage of a pay-per-use monthly subscription model, which provides greater financial flexibility for your business throughout the year. Only pay for the contact center and unified communications services you want...when you need them...and where you need them. It's that simple.

This enhanced OnAvaya offer leverages the full capabilities of Avaya IP Office™ and Avaya IP Office Contact Center™ for midsized businesses. The combined cloud-based solution is hosted and managed by Avaya and runs on the Google Cloud Platform, which means there is no 'fork lifting' of on-site infrastructure or the need to add servers. With just a PC, Mac, or Google Chrome device connected to the Internet, along with an optional Avaya 96x1 IP Phone or headset, your customer service agents, supervisors, and staff now have instant access anytime, anywhere to the one of the most robust, flexible and integrated customer and team engagement solution on the market today.

The result is productive, collaborative team that help you meet or exceed your customer satisfaction and revenue generation goals.

Let Avaya and Google bring hassle-free customer experience management, robust unified communications, flexibility and low TCO to your midsize business.

Avaya's Net Promoter Score (NPS) of 71 for Avaya IP Office is best-in-class





Together, Avaya and Google make it easy to have powerful UC and contact center functionality – with a simple to use cloud-based solution.

Capabilities

The Perfect Productivity Solution for Team and Customer Engagement

With just a PC, Mac, or Chrome device in hand, agents simply plug in their Avaya IP phone or headset, log into OnAvaya via Google's Chrome Web browser and they're now poised to be more productive than they've been before. It's that easy.

For call center agents and supervisors, inbound and outbound calling features connect agents and customers with just a click. Self-service interactive voice response (IVR) options help drive new levels of efficiency in your contact center. Additionally, to help agents serve customers to the fullest, built-in call recording lets supervisors monitor customer interactions and provide guidance to agents in real-time.

Because Avaya is also a leader in team engagement solutions, you'll get built-in unified communications capabilities that enhance team engagement and increase the productivity for your office, mobile and remote associates.

Cloud-based Flexibility Makes for Better Business

Starting or moving contact center capabilities to the cloud can accelerate your customer engagement efforts. OnAvaya rapidly installs and easily scales as you grow. Now you can quickly and more cost-effectively accommodate seasonal and geographical variations. Need to

add more agents in different time zones across the US? No problem. OnAvaya | Google Cloud Platform supports up to 250 CC agents and 1,250 UC users, regardless of time zone or location.

Keep an eye on real-time situations with the wallboard that can be displayed on any monitor. Now you can receive proactive alerts, see what's going on, and react quickly to unforeseen situations. You won't miss a beat.

Take advantage of Avaya's cloud-based delivery to update your Unified Communications and enhance mobility, increase availability, and simplify IT management. Extend more secure IP Telephony and web conferencing capabilities to workers, agents, customers and partners, regardless of their location, so they can meet, engage and get work done.

As Avaya introduces new capabilities to OnAvaya's IP Office and IP Office Contact Center software, you'll automatically receive all the updates to help you stay current with the newest application benefits.

Together, Avaya and Google make it easy to bring powerful contact center and unified communications functionality to your business.

Leave the Management to Us

Enjoy peace of mind with your infrastructure and customer data in the reliable Google Cloud, which mitigates security risks. You can feel confident that business downtime

and unforeseen outages are minimized and that you are better protected against loss of data and the resulting costs and lost productivity they inevitably bring.

Avaya's award-winning support services help maximize uptime, making the most of your IT resources. Software updates, application management and ongoing support are all handled by Avaya, so you and your IT staff can focus attention on other business critical projects.

Contact Center Highlights

- **Full multichannel** – integrates voice, email and chat services
- **Skills-based routing** – routes all customer inquiries to the employee who is best qualified to handle them, based on expertise, and past experience with a particular customer or situation
- **Real-time monitoring** – delivers real-time information, which provides insight into business operations and enables immediate adjustment when needed to maximize availability
- **Historical reports** – provides information over longer periods of time, helping identify, measure and pursue opportunities, and discover and resolve issues or outages
- **Outbound campaigns** – enables outbound voice campaigns, helping make employees more productive and providing more opportunities for revenue generation
- **Interactive Voice Response (IVR)** – supports specialized announcement and call routing treatments

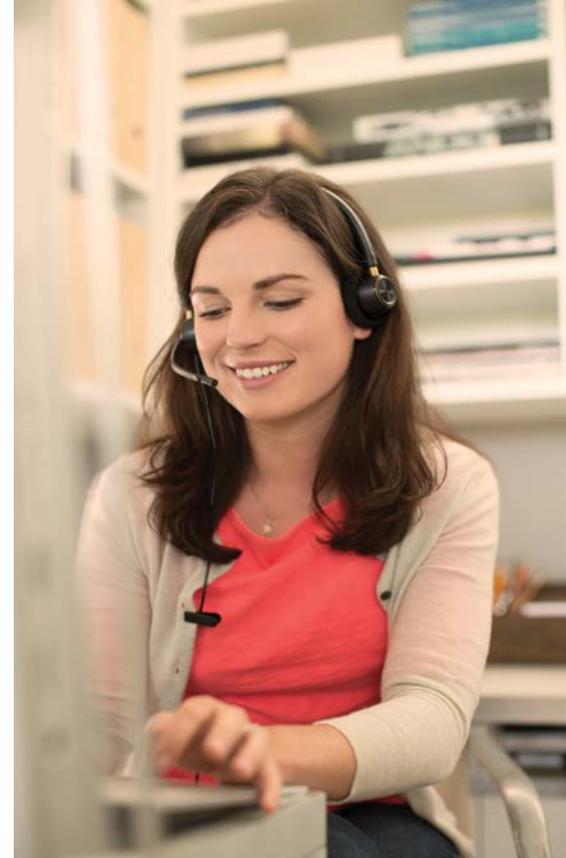
- **Call Recording** – every agent and supervisor has the ability to record calls for training purposes or conflict resolution

UC Highlights

- **IP Telephony Features** make, receive, hold, transfer, voicemail, conferencing
- **Advanced Features** such as Park, Page, IVR, hunt groups, ACD, voicemail to e-mail, single #, auto attendant, IM and Presence
- **Domestic and international calling plans**
- **ESNA (Now Avaya Communicator for Web)** –web application integration (Office 365, Salesforce, Google, web page)
- **Mobility** with Android and iOS apps

Benefits

- **Low Risk, Easy Transition to the Cloud** with little disruption to your business with the leader in CC and UC
- **Seasonality / Burstability to easily scale** the number of contact center agents, supervisors and UC users to meet the needs of your business
- **Low Total Cost of Ownership:** Deploy OnAvaya UC and/or Contact Center with a low monthly subscription fee. Get the financial flexibility you need to free up your capital for other critical, revenue-impacting tasks
- **Enable improved customer service:** For the ultimate in customer engagement solutions, go with the global leaders in contact centers and cloud-based solutions



- **Ease of management and business continuity:** Provide your employees with an efficient and flexible way to deploy and scale a sophisticated contact center solution with OnAvaya - Google Cloud Platform
- **Enable a mobile workforce** with the latest in real-time communications
- **Stay current** with latest software updates
- **Free up IT resources to focus on what's most important** - your customers and business

Learn More

To learn more about OnAvaya | Google Cloud Platform, visit [avaya.com](https://www.avaya.com) or contact your Avaya Authorized Partner.

Specifications	
Minimum setup	10 CC agents or 10 UC users
Maximum CC agents*	250
Maximum CC supervisors*	50
Maximum UC users	1250
Maximum wallboards	5
Simultaneous agent call recording	Every agent/supervisor up to 250
Maximum UC/Telephony users	1,250 (in any combination)
Remote agents	Yes
Supported devices	<ul style="list-style-type: none"> • PC and Mac web clients • Chrome APP • Chromebook • Chromebase • Chromebox
Supported Avaya phones	Avaya IP 96x1 (H323 IP Phones)
Softphone integration (requires headsets compatible with supported Chrome devices)	<ul style="list-style-type: none"> • WebRTC (included) • Multiple headset models available, including these recommended Plantronics headsets: Entera USB (HW111N/121N) and Savi 440. Visit Plantronics.com to learn more about these headsets.

*The combined number of CC agents and CC supervisors cannot exceed 250

About Avaya

Avaya is a leading, global provider of customer and team engagement solutions and services available in a variety of flexible on-premise and cloud deployment options. Avaya's fabric-based networking solutions help simplify and accelerate the deployment of business critical applications and services. For more information, please visit www.avaya.com.

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