



Service Catalog
Avaya Experience Platform™ Public
Cloud

Version 2.5

April 29, 2024

AVAYA

Introduction.....	4
Key Features	4
1 Multi Tenancy	4
2 Media Separation	4
3 Microservices	5
4 Secure Public APIs	5
5 DevOps	6
6 Hybrid Cloud	6
Core Capabilities	7
1 Unified Desktop	7
2 CRM Integrated Agent experience	8
3 Backoffice Integration and Collaboration	9
4 Voice Interactions	10
5 Preview Dialer	11
6 Customer Journey Visualization	11
7 Orchestration Workflows	12
8 Automation Workflows	13
9 Attribute Based Routing	14
Digital Channels Capabilities.....	14
1 Chat	14
2 Email	15
3 Messaging	16
Conversational AI.....	17
1 Avaya CCAI Virtual Agent	17
Reporting and Analytics Capabilities	21
1 Analytics - Historical Reporting	21
2 Analytics - Real-Time Reporting	22
Avaya Voice Recording Capabilities.....	23
Verint Workforce Engagement Management	24
1 Voice Recording	24
2 Screen Recording	24
3 Quality Management	25
4 Automated Quality Management	26

5	Workforce Management	27
6	Speech Analytics	28
7	Real-Time Agent Assist	28
8	Application Visualizer	30
9	Compliance Trigger	30
10	Advanced Strategic Desktop	31
11	Storage	32
12	Interaction Data Export Manager	32
13	Experience Management Web and Mobile Bundle / Segment	34
14	Interaction Wrap-Up Bot	35
15	PII Redaction Bot	36
16	Da Vinci Speech Transcription	36
Appendix A – Offer Bundles		Error! Bookmark not defined.

Introduction

Avaya Experience Platform™ Public Cloud (“AXP Public Cloud”, formerly Avaya Experience Platform) is a born-in-the-cloud contact center solution that offers total experience capabilities. It is natively multi-tenant and designed to be scalable to exceed enterprise requirements around scalability, performance, and resiliency, while being nimble enough to scale down for SMB needs.

AXP Public Cloud provides a suite of capabilities to orchestrate, track, interact and report across voice and digital (email, messaging, and chat) channels and other integrated media channels. An open, API-first architecture, leveraging APIs for many capabilities exist to enable easy customization and integration into a customer’s back/front office ecosystems and other 3rd party systems spanning integrations such as CRMs.

The solution also provides tools for both agents and supervisors. Agent tools consist of a browser-based WebRTC enabled unified client application for voice and digital channels. Supervisor tools include a reporting dashboard, and historical and real-time reports. Additional supervisor tools such as live monitoring and quality management are also included as part of AXP Public Cloud. All call interactions can be recorded and stored for compliance and quality control purposes.

Key Features

1 Multi Tenancy

Multi tenancy is a key element of any true public cloud offer. Providing multi tenancy allows for the following capabilities and benefits:

- Reduce cost to serve and manage by allowing a common single software platform to be deployed and updated quickly
- Discrete separation across tenants (data partitioning) to ensure that data security concerns are observed

2 Media Separation

A core part of a traditional premise contact center application is to include media processing within it. Frequently, we think of this as just voice capabilities, but in a true omnichannel environment, this also means digital capabilities. Digital channels can bring new challenges related to interaction patterns. The interaction models that have worked for years for voice no longer apply for digital since digital is asynchronous and in an always-on mode.

There is a strong desire from customers for richer interaction patterns that provide for:

- Continued context flowing across the different channels
- Inclusion of more than one participant in active engagements about a conversation
- Support for non-human interaction patterns (human to machine and machine to machine) via the support of BOTs and other Artificial Intelligence (AI) driven automation

Media separation enables Avaya to introduce a game-changing interaction approach:

- A new interaction model that considers participants, engagements, and conversations (not just dialed numbers and connections)
- Context to flow and be exchanged across participants, engagements, and conversations, increasing the overall customer experience, and reducing the need for repetition
- Accountability to consider more specific metrics that are related to concepts that span outside of a discrete interaction into multiple ones (conversation)
- Formalize the concept of a conversation room that acts as a logical bridge to bring interested parties - both human and robotic - in support of automated assistance

3 Microservices

Microservices-based architecture enables loosely coupled services to be brought together and utilized. Key benefits of microservices-based architecture include:

- Providing a horizontal scalable and secure solution
- Increased resilience with decoupled services and data
- Faster time to market
- Easier upgrades and continuous delivery
- Evolve features and functionality in a layered approach

4 Secure Public APIs

AXP Public Cloud offers secure public APIs enabling customers to build integrations and extend base platform capabilities. APIs follow Open API specification and are aligned to industry standard API culture and are offered as REST, Async or over WEB Sockets. APIs make use of API security key in addition to OAuth 2 token as security mechanism. APIs and SDKs offer flexibility and helps customers to innovate without disruption.

AXP Public Cloud can integrate with many areas of the customer's business without the need to purchase additional development from Avaya or wait on additional features to be released. This increases the speed of adoption of AXP Public Cloud throughout multiple areas of a customer's

business. Common business areas include user administration, custom digital channels, CRM integration, and much more!

Avaya Experience Platform APIs are documented on <https://developers.avayacloud.com/avaya-experience-platform> :

5 DevOps

DevOps and AXP Public Cloud are tightly coupled. DevOps streamlines development and operations so customer requirements can quickly make it into production, while AXP Public Cloud automated provisioning and scaling accommodates application changes seamlessly.

DevOps is the combination of cultural philosophies, practices, and tools that increases an organization's ability to deliver applications and services at a high velocity: evolving and improving products at a faster pace than organizations using traditional software development and infrastructure management processes.

Key benefits of DevOps:

- Speed - Move at high velocity to innovate faster, adapt to changing markets, and grow more efficient at driving business results
- Rapid Delivery - Increase the frequency and pace of features releases so customers can innovate and improve customer experience faster. The quicker Avaya releases new features, the faster you can respond to your customers' needs and continuing building a competitive edge
- Reliability and Business Continuity - Ensure the quality of application updates and infrastructure changes to reliably deliver updates without affecting active users at a more rapid pace while maintaining a positive experience for end users.

6 Hybrid Cloud

With AXP Public Cloud Connect, customers can overlay innovation from Avaya Cloud on top of their existing on-premises AXP On-Prem (formerly Avaya Call Center Elite) systems. This allows them to add new features and functionality from AXP Public Cloud.

Customers can modernize and transform their Customer experiences by adopting AXP Public Cloud capabilities from the cloud. This allows them to leverage modern innovations such as WebRTC based thin client agent desktop, Digital and social channels, CRM and Microsoft Teams integration.

At the same time they continue to use their existing on-premise based IVR/automation, skill based routing, recording, reporting and 3rd party applications.

All of this is made possible by Avaya Hybrid Cloud Gateway, which is provisioned on-premises (in proximity to Aura stack), for the Call Center Elite and Avaya Experience Platform systems to integrate.

Core Capabilities

1 Unified Desktop

AXP Public Cloud Unified Desktop is an intuitive Web Browser based multi-experiences desktop that delivers a single pane of glass to empower users with context across channels. With this desktop, users can engage customers regardless of the channel type. AXP Public Cloud Unified Desktop is comprised of many widgets and interaction cards that are designed to enable agents to perform specific tasks on any interaction type while bringing key customer data from multiple sources into one area for agents and supervisors.

AXP Public Cloud Unified Desktop provides the following features:

- Unified Agent and Supervisor Sign in
- Omnichannel Support for Email, Messaging, Chat, and Voice
- Welcome Page URL Customization
- Team Widget (customization needed)
- Multiplicity – allows an agent to handle multiple interaction cards simultaneously
- Interaction Cards
- Email Widget
- Messaging Widget (customization needed)
- Chat Widget (customization needed)
- Ad hoc Email
- Digital Library Widget
 - Email Templates
 - Quick Text
 - Files
 - URLs
 - Suggested Responses by Queue
- Customer Journey Widget
- Agent and Supervisors Widget Layouts
- Change Agent State (Ready/Not Ready)
- Disposition/Reason Codes
- Internal Calling

- Blind/Consult Transfer/Conference to Queue
- Blind/Consult Transfer/Conference to User
- Blind Transfer to External Number
- Supervisor Real-Time Agent Analytics Widgets
- Screen-pop Widget
- Display Routing Information with Contact Card

AXP Public Cloud Unified Desktop offers the following benefits for agents and supervisors:

- Agents:
 - Support customer voice, email, messaging, and chat interactions
 - Efficiently handle multiple interactions at same time
 - Access to the customer's journey to view history of interactions
 - Easy access to a library of templates to speed response time
 - Feature-rich email editor that allows for high personalization of the agent's email response to their customer
 - Rich media support through messaging
- Supervisors:
 - Monitor omnichannel agents
 - Service Observe (monitoring, coaching, barging-in) Chat/Messaging
 - Service Observe (monitoring, coaching, barging-in) Voice
 - Access to Real-Time Dashboards
 - Access to Historical Reports
 - Forced Agent Logout

2 CRM Integrated Agent experience

AXP Public Cloud CRM Integrations are modern Web Based, install-free omnichannel agent experiences that allows users to use the CRM as their main desktop while imbedding the AXP Public Cloud agent control function within the CRM Desktop.

AXP Public Cloud Unified Desktop provides the following features:

- Support for Salesforce.com, Microsoft Dynamics 365 (Customer Service / Enterprise flavors) and ServiceNow CRMs
- Omnichannel Support for Email, Messaging, Chat, and Voice
- Multiplicity – allows an agent to handle multiple interaction cards simultaneously
- Interaction Cards
- Email Widget
- Messaging Widget

- Chat Widget
- Ad hoc Email
- Customer Journey Widget
- Change Agent State (Ready/Not Ready)
- After Contact Work Administration per Tenant/Queue
- Disposition/Reason Codes
- Internal Calling
- Blind Transfer to Queue
- Blind Transfer to User
- Blind Transfer to External Number
- Consult Transfer/Conference to User
- Consult Transfer/Conference to Queue
- Consult Transfer/Conference to External Number
- Supervisor Real-Time Agent Analytics Widgets
- Screen-pop Widget
- Routing Queue Name upload into CRMs' contact logs
- Service Observing Indicator for Digital Interactions

AXP Public Cloud Unified Desktop offers the following benefits for agents:

- Support customer voice, email, messaging, and chat interactions
- Efficiently handle multiple interactions at same time
- Access to the customer's journey to view history of interactions
- Feature rich email editor that allows for high personalization of the agent's email response to their customer
- Rich media support through messaging
- Backoffice Widget for Avaya Cloud Office, Avaya Aura, and Microsoft Teams integration

3 Backoffice Integration and Collaboration

AXP Public Cloud with back-office integrations enables organizations to easily embrace a customer-centric culture by making every employee, not just the customer service team, responsible for and contributors of the customer experience. Organizations can drive experience improvements by enabling customer service employees to easily reach subject matter experts located in the back office, warehouse, a branch office, or an employee working from home, in the moment when it counts the most to quickly resolve customer inquiries. A unified system and consistent user experience eases collaboration and eliminates silos that can develop between departments and branch offices.

AXP Public Cloud provides the following entitlements to facilitate collaboration:

- Avaya Spaces
 - Take calls, make calls, participate in video conferences, chat, collaborate – anywhere, anytime on one app
 - Stay on task, on schedule and act in the moment with file sharing, task management, in virtual team rooms or one-on-one
- Avaya Cloud Office Integration
 - Access to Corporate Directory with user presence for both Avaya Cloud Office and Avaya Cloud Office Phone apps, create groups and add favorite contacts
 - Make Calls
 - Transfer ACD Calls
- Avaya Aura Integration
 - Access to Corporate Directory, create groups and add favorite contacts
 - Make Calls
 - Transfer ACD Calls
- Microsoft Teams Integration
 - Access to Corporate Directory with user presence, create groups and add favorite contacts
 - Make Calls
 - Transfer ACD Calls
 - Instant Messaging between Agents and back-office users

Key Benefits:

- Empower every employee to be responsible for customer experience
- Provide easy access to subject matter experts
- Make better, faster decisions by keeping everyone informed and connected 24/7
- Manage internal and customer projects within virtual, dynamic spaces

4 Voice Interactions

The Unified Client includes an embedded WebRTC softphone, allowing agents and supervisors to make and receive calls from their web browser without the need of a separate telephone set or softphone, for customers to manage voice interactions effectively while supporting agents to manage their agent state, contact disposition, and after call work updates. Features supported by the softphone include:

- Receive inbound calls
- Make outbound calls
- End a call
- Place a call on hold
- Blind/Consult transfer/conference a call to service/user
- Blind/Consult transfer/conference to an external number
- Service Observing Voice (Monitoring, Coaching, Barging-in)
- Agent to Agent/Supervisor direct calling

5 Preview Dialer

AXP Public Cloud provides a robust agent-based outbound Preview Dialer that can be used for contacting customers via the outbound Voice Channel.

Preview Dialer selects one customer record at a time per available agent and presents the customer details to the agents. The agents can review the customer details and decide whether to “Accept” the interaction or “Reject” the interaction.

Key features and considerations:

- Outbound Campaign Management Features such as defining an outbound contact list and selecting an outbound strategy
- Custom Completion Codes
- Contact List upload feature via a web browser or an SFTP site
- Export Campaign results with call outcomes from the portal or send it to an SFTP location
- Unified call-by-call delivery of inbound and outbound calls for blended agents
- Agents can Accept or Reject the interaction after previewing the customer’s data
- Fully configurable preview time
- Screen pop feature enables agents to view an external web page or agent script on the Screen pop tab
- Agent Notes feature enables agents to save important details about outbound interactions
- One queue allowed for each campaign
- Fully functional Standard/Campaign callbacks
- Maximum 10 Simultaneous Campaigns
- Maximum 100 Agents supported per tenant
- Tenant data segregation
- DNC register
- Campaign reporting and supervisor dashboard for monitoring agents and queues

6 Customer Journey Visualization

With today’s digital customer experience, customers are engaging with organizations in ways that may involve multiple interactions via voice, email, messaging, and chat. One of the biggest challenges for organizations in this environment is providing agents the ability to visualize and update the customer journey as consumers transverse different channels and touch points.

AXP Public Cloud delivers the ability to create and view visualizations of the customer journey and interact with customer journey data. It enables a complete 360-degree view of the customer journey across all touch points and interactions. Each point in a customer journey is represented by an

interaction with a touch point (web, email, voice, etc.) which provides agents and supervisors full visibility into any prior cross-channel interactions.

From the AXP Public Cloud Customer Journey Widget, agents have the following capabilities:

- View all previous interactions for a customer
- Receive context about those prior customer interactions
- Visualization Customer Journey details include:
 - Journey Start Date and Time
 - Journey End Date and Time
 - Interaction Point Type
 - Interaction Point Date and Time
 - Number of Interactions
- Availability to view transcripts of a digital interaction (email, messaging, and chat)
- Offline search: allows Agents and Supervisors to search customer history using a customer identifier (phone number or email) at any time

7 **Orchestration Workflows**

AXP Public Cloud provides a web browser-based tool that enables Business Analysts and IT experts to create orchestration workflows by dragging and dropping capabilities from a palette onto a canvas.

It is an intuitive tool that is the heart behind every AXP Public Cloud interaction (voice, email, messaging, and chat channel). Orchestration Workflows is the modern way to manage a contact center or general communications needs.

Orchestration Workflows provide:

- Intuitive drag and drop GUI for rapid workflow creation
- Extensive, expandable, and customizable palette to tailor and customize Workflows
- Versioning of Workflows
- Live view of Workflow instances in process to observe the interaction from start to finish and discover any Workflow defects
- Queues Administration
- Workflow Templates
- Library of Pre-Routing Tasks
 - Start Automation Task – To start the customer with an automated app to enable basic IVR functionality before routing the interaction
- Library of Routing Tasks
 - Business Strategy Task – To automatically adjust the routing of an interaction based on Estimated Wait Time, Customer Wait Time, and

Agent Count thresholds

- Give Treatment Task – To automatically update the customer while in routing
- Route to External Task – to route voice contacts to external DIDs.
- Library of Expert Tasks
 - REST API Task – To pull in outside information from a CRM, database, etc. to make routing decisions
 - Azure Function Task – To leverage serverless Microsoft Azure functions from AXP Public Cloud Orchestration

8 Automation Workflows

AXP Public Cloud Automation Workflow service allows Business Analysts and IT experts to configure flows which collect information from the customer. These flows can then be leveraged within the Orchestration workflows to create full interaction control. Automation workflows may be used to create auto responses from customers and surveys to gather customer feedback after their interaction with an agent.

Automation Workflows provide:

- Intuitive drag and drop GUI for rapid workflow creation
- Default Flows
- Welcome Greetings
- Ability to quickly set up IVR flows
- Update voice prompts on the fly
- On the fly self-service applications deployment
- Auto Responses
- Workflow drafting, versioning, and publishing
- Define multiple conditions and conditions group for dynamic path selection
- Set queue and attributes any time during the flow and on different flow paths
- Allow to loop between tasks
- Contextual Voice Call Transfer (through SIP Headers)
- Support for Variables to enable personalized flows
- Support for Backend transactions (data dip) – REST API task to facilitate call to external data from the automation flow
 - Transactions
 - POST
 - GET
 - PUT
 - DELETE
 - Authentication Type:
 - No Authentication
 - Basic Authentication

- Bearer Token
- External Data Type:
 - String
 - Number
 - Boolean
 - Complex Variables (Object, Arrays)
- Support for Immediate Callback Customer First Strategy:
 - Offer callback before queuing the call
 - Based on expected wait time (EWT)
 - Check hours of operation: based on timetable associated to queue
 - Configurable EWT thresholds, retries, and time between retries per tenant
 - Callback calls are routed with high priority (3) after the customer is contacted
 - Pending callbacks retries will be terminated at the end of the day
 - Analytics: Realtime and Historical reports

9 Attribute Based Routing

AXP Public Cloud has powerful attributes-based resource selection capabilities, which assign the right work to the right resource available, resulting in improved first contact resolution. It allows matching on multiple attributes, so resources can be in a single pool to be considered for incoming customer interactions resulting in reduced average handle time.

Some examples of attributes could be *situational contexts* (location, weather, time, day, financial news, etc.) combined with *customer data* (demographics, device preference, contact details, social posts, purchase history, retention risks, etc.) and *agent attributes* (skills, experience, performance, location, language, gender, etc.) to match the customer inquiry to the right resource.

Digital Channels Capabilities

1 Chat

AXP Public Cloud provides chat Javascript SDK which can be easily embedded to a customer's website to start using chat. Alternatively, we also provide a list of APIs that customers can integrate into their preexisting chat solution. An example is using an organization's webpage where assistance can be provided to customers by offering a chat session with an agent. The Avaya customer is expected to supply their own chat solution with an integration to their webpage and it is up to the customer to implement it. Customers can build it on their own using developer documentation at <https://developers.avayacloud.com/onecloud-ccaas/docs/integrate-your-own-chat> or Contact Avaya Customer Experience Services (ACES) for custom SOW and quote to scope implementation services.

Once the chat session is initiated, an initial chat greeting will be offered to the customer while the system requests an agent resource to handle the chat session. Once a suitable agent is identified based on attributes, the agent and customer are connected and can begin exchanging messages. Either the agent or the customer can end the chat session.

The following Chat specific features are supported:

- Routing based on Queues and Context Data mapped to Attributes
- Routing adjustment based on Estimated Wait Time
- Support for text-based chat messages only
- Customer and agent can send URL by copying/typing one
- Chat transcripts storage in Customer's Journey
- Auto-answer
- Transfer to Queue/User
- Redirect on No Answer
- Customizable Welcome Greetings
- Automation before Customer gets to Agent
- Digital Library Templates:
 - Quick Text
 - URLs
- Observe Chat/Async Messaging
- Coaching/Barge-in Chat/Messaging
- Removal of malicious files

2 Email

Email management capabilities enable agents to address customer email inquiries with a personalized response while allowing organizations to promptly respond to ever-increasing email loads without having to increase the number of contact center agents. Email capabilities offer replies that can be sent directly to the customer via auto-acknowledgements or delivered to agents as suggested responses for their review prior to sending.

Email attribute-based routing is supported based on subject and email body content.

AXP Public Cloud presents users with email functionality to allow easy responses to customer emails. AXP Public Cloud supports POP3 and IMAP integrations for email retrieval.

The following email features are supported:

- Support for IMAP/POP3 for Inbound Email Services
- Support for SMTP for Outbound Email Services
- Support OAuth2 for Microsoft Office 365 Accounts

- Support OAuth2 for Google Email Accounts (AXP Public Cloud's use and transfer of information received from Google APIs to support OAuth2-based authentication will adhere to [Google API Services User Data Policy](#), including the limited use requirements.)
- Ad-hoc Email
- Digital Library Templates:
 - Email Templates
 - Quick Text
 - URLs
 - Files
- Automated Responses
- Forward/Reply/Reply All
- Inline images
- Email Editor supporting rich text
- Email attachments
- Support for up to 20MB of content per email
- Email Signatures from Library (No support for individual Agent Signature)
- Email Disclaimer
- Auto-answer
- Transfer to Queue/User
- Routing based on Queues and Keyword Rules in the subject and/or body mapped to Attributes
- Routing based on mailbox
- Email account management
- Removal of malicious files

3 Messaging

Messaging has changed the way we communicate. Consumers now expect to engage in rich, persistent, and asynchronous conversations. It allows for rich media exchange along with messaging history and content shared between consumers and agents to be available in the conversation channel. AXP Public Cloud provides the ability for customers to build native Messaging Applications for Android, iOS & Web, using Client APIs allowing organizations to power modern messaging experiences that bring brands and customers together in new and exciting ways. Customers can develop these customizations on their own or engage with ACES for a custom Statement of Work (SOW).

The following out-of-the-box Messaging features are supported:

- Rich Media Support on Agent Desktop - Send emojis, gifs, images, locations, carousels, and file attachments

- Digital Sample Library is available upon request for testing purposes
- Messaging transcripts storage in Customer's Journey
- Transfer to Queue/User
- Routing adjustment based on Estimated Wait Time
- Routing based on Queues and Context Data mapped to Attributes
- Customizable Welcome Greetings
- Automation before Customer gets to Agent
- Auto-answer
- Digital Library Templates:
 - Quick Text
 - URLs
 - Files
- Removal of malicious files

Avaya's messaging services include:

- Custom Messaging APIs (Refer to [Send Async Message](#))
-
- Rich Messaging Interactions with Customer - Enable interactive messaging experiences using links, buttons, quick replies, carousels, location, and more
- Persistent conversation history - Retain context over time, and across web and in-app messaging via users' authentication
- Support for sending/receiving Files/attachments

Social Messaging integration to Facebook Messenger, WhatsApp, Twitter Direct, Instagram Direct requires subscription to Avaya Social Connections Add-On bundle

Conversational AI

At the core of this technology Conversational AI can talk, listen, text, and understand customers and agents. This lets them converse naturally with customers, resolving basic issues directly in a much more sophisticated way.

1 Avaya Contact Center AI

An AI Virtual Agent is much more than a bot with scripted responses as it can provide resolution to known requests or escalate the interaction to a live agent. This provides improved customer experience AND increased operational efficiency. Virtual Agent utilizes Natural Language Processing (NLP) and conversational AI, together with natural language understanding (NLU) and machine learning to create advanced applications that enable more human like integrations for customer experience use cases.

AI Virtual Agents can be programmed to do many of the same things that a human agent would do during a customer service interaction. Asking questions and responding courteously, verifying what the user wants before performing a service, and even consulting the organization's knowledge base or service catalog for additional information are all functions that can be performed by a virtual agent.

To fully capitalize on the promise of AI, Avaya has natively integrated Google's Contact Center AI (CCAI) into our platform.

Google's CCAI development platform Dialogflow provides a rich development interface to create and manage virtual bots, with features like Git integration, Continuous integration and deployment (CI/CD) and the support for multiple environments like dev, test, UAT and prod.

The platform's robustness and maturity allow it to handle different omnichannel automation scenarios and fulfill a broad range of requests. As a result, Avaya Contact Center AI provides a strong value proposition for any enterprise looking to implement automation with AI into their contact centers.

Avaya Contact Center AI offers the following advantages:

- **Rapid onboarding and deployment:** The Cloud-based framework permits rapid onboarding and deployment of a voice virtual agent for both proof of concept and production without requiring complexity associated with the traditional speech application development
- **Provide immediate, conversational, 24/7 service:** In today's digital age of instant gratification, this technology enables customers to reach their customers immediately without putting them through a long phone tree or placing them on an extended hold
- **Improved First Contact Resolution:** Virtual Agents enable companies to more accurately detect the context of a customer inquiry
- **Equip Agents:** Live agents can provide immediate assistance by receiving full context of the virtual agent journey with the transcription of the interaction between the caller and the virtual agent.
- **A more personalized user experience and a better grasp of the customer's intent than standard voice-activated call trees**
- **Improved SLAs:** Contact Center organizations have various SLAs they try to attain, for example, responding to a certain type of client requests in a certain timeframe or using a proper customer greeting at least 75% of interactions. Because of the intelligent automation capabilities, companies can ensure these goals are achieved in a consistent way
- **Once the virtual assistant is fully integrated and trained, it becomes a true asset for the agile contact center.** It adapts to changes in the business's offerings, processes APIs, and data with minimal manual adjustments and improves the customer's ability to self-serve through the platform over time
- **Avaya Contact Center AI is an AI-enabled virtual agent for automation that leverages the Google Cloud.** It is a perfect fit for customers wishing to leverage a cloud-based voice conversational automation flow. Avaya Contact Center AI is also well suited for customers looking for integrated automated use cases on a consumption-based model.

Key Features and Considerations:

- Google CCAI integration provides human-like automated bots which seamlessly interact with customers, offloading the live agents' utilization until the optimal time and then transferring all context gathered to the agent.
- Use AI Virtual Agents in addition to or as a replacement for existing Automation tasks
- As AI Virtual Agent can understand customers intents, by using the Natural Language Understanding the system can be used to enhance customer experience selections
- Speaker ID – Leverage Machine Learning based voice identification to identify and verify users
 - Natively integrated with Dialogflow CX and can be used as part of any virtual agent flow
 - Quickly identify users with just their voice, reducing customer wait time
 - Increase security with an extra layer of verification
 - Reduce user frustration by eliminating pins and passcodes
- Generative AI - Generative answers in AI Virtual Agents allow your bot to find and present information from multiple sources (which may be internal or external) without requiring creation of topics. Generative answers can be used as primary information sources in your chatbot, or as fallback when authored topics are unable to address a user's query. As a result, you can quickly create and deploy a functional bot, without having to manually author multiple topics that may not address your customer's questions.

One of the biggest advantages of Generative AI technology is its ability to process large amount of content, creating insights and answers via text, images, and user-friendly formats, that can be leveraged in a variety of use cases. For example, Generative AI can be used to:

- Improve customer interactions through enhanced chat experiences.
- Explore vast amounts of unstructured data through conversational interfaces and summarizations.
- Assist with repetitive tasks like replying to digital interactions (emails, chat and messaging conversations), localizing content in different supported languages, personalized and context aware response, and more.
- Generative AI is available in US English only.
- Custom Voices
- Custom Voices for Avaya CCAI is available as an optional add on. This option allows for customers to choose to deploy their virtual voice agent using a “custom voice” that they provide to tailor the end user experience to something unique for their company. For example, a company may choose to hire a voice talent and market that voice as part of their brand and use it in all virtual agent voice interactions. This optional add on is now available and requires purchase of select codes from Avaya and select codes from Google directly.
- Text Translation

Google's Neural Translation system (NNMT) uses a large artificial neural network capable of deep learning. By using millions of examples, GNMT improves the quality of translation, using broader context to deduce the most relevant translation. The result is then rearranged and adapted to approach grammatically based human language. AutoML Translation lets you create custom translation models. These custom models return results from translation queries that are specific to your domain. If you don't need a custom model solution, the Neural Translation provides translations for over 100 languages out-of-the-box. Text Translate Capability for AI Virtual Agent is available as another optional add on. This option lets customers choose to deploy their AXP live

text chat/messaging capability using a translate capability that will allow text chats to be handled in 2 different languages, one that the end user sees and uses and one that the agent providing the responses sees and uses. For example, an end user in the USA typing English could interact with an Agent in a foreign country who is typing in their native language, whatever that may be. This is a powerful capability that may allow agents to serve many different geographies without having to speak the language.

- Agent Assist

Agent Assist uses machine learning technology to provide suggestions to your human agents when they are in a conversation with a customer. Suggestions are based on your own uploaded data and therefore can be tailored to your specific business needs. Agent Assist also has multiple features that you can use to provide different types of suggestions and fine tune the suggested content that is provided to your agents.

Agent Assist widget in AXP Public Cloud Workspaces provides agents with quick access to information and resources during the digital interactions (Currently supported for Webchat).

Following features are supported in Agent Assist:

- Summarization: Agent Assist widget in AXP Public Cloud workspaces presents the summary of the interaction on transfer of interaction from Avaya CCAI automation to matched agent. The summary gets updated with an AI generated overview of the complete interaction on end of the engagement. An agent can edit the summary or copy it to the clipboard during 'After Contact Work' state.
- Suggested Responses (FAQs and Knowledge Base): During active engagement, new suggestions are displayed based on the configured articles within Google CCAI project. Suggestions can either be articles or FAQs. During the active engagement agent can paste suggested responses to the chat using the share icon. The agent can copy the response to the clipboard.

Avaya Contact Center AI Supported Languages

For comprehensive and up to date table of Dialogflow CX supported languages please visit the following link:

<https://cloud.google.com/dialogflow/cx/docs/reference/language>

For comprehensive and up to date table of Generative AI Supported Languages please visit the following link:

https://cloud.google.com/vertex-ai/docs/generative-ai/learn/models#language_support

For comprehensive and up to date table of Agent Assist Supported Languages please visit the following link:

<https://cloud.google.com/agent-assist/docs/languages>

Reporting and Analytics Capabilities

1 Analytics - Historical Reporting

AXP Public Cloud Analytics supports historical reports that display, report and summarizes the past performance of contact center resources over a specified time interval of their choosing.

AXP Public Cloud Analytics enables users to view historical reports to visualize the performance of their contact center over time (as contrasted against real-time reports, which show what is going in real time). Leveraging the presentation layer for AXP Public Cloud historical reporting, users can view, execute, create, share, and customize historical reports.

AXP Public Cloud Analytics includes historical reports that are ready to use out of the box and provide historical performance summaries. These reports are designed with flexibility to allow supervisors to easily modify or create new reports to meet specific needs.

Historical measures are based on 15-minute historical intervals, also with Daily and Monthly roll-ups.

Historical reports and related capabilities:

- Standard Reports
 - Agent Configuration
 - Agent Login/Logout
 - Agent Performance
 - Agent Performance by Channel
 - Agent Performance Top 5 Summary
 - Engagement Summary (CDR)
 - Queue Performance
 - Queue Performance by Channel
 - Agent by Queue Performance
 - Agent Not Ready by Reason Codes Report
 - Disposition Codes Report
 - Agent by Disposition Code
 - Supervisor Monitoring Summary by Channel
 - Emergency Calls
- Dossiers
 - Agent by Disposition Code
 - Agent by Queue Performance
 - Agent Configuration
 - Agent Login/Logout Report
 - Agent Performance by Channel

- Agent not Ready by Reason Code
- Agent Performance Daily
- Agent Performance Summary
- Agent Performance Summary
- Queue Performance
- Queue Performance by Channel
- Dossier Conversion of Historical – Partial
- Contact Detail
- Emergency Calls
- Supervisor Monitoring Summary by Channel
- Transfer by Channel Summary
- Customization
 - Create new reports from available measures
 - Customize existing reports
 - Custom Metrics
 - Custom Dashboard Styling (Colors, Images, etc.)

Other supported features for Historical Reports.

- Email a report
- Export a report
- Schedule and Subscribe to reports
- Print report
- Drill-down
- Import data (CSV, TXT, JSON, etc.)

For recent updates to Historical Analytics documentation please visit: [Analytics Overview](#)

2 Analytics - Real-Time Reporting

AXP Public Cloud Analytics displays in real-time up-to-date contact center performance statistics on dashboards within the Avaya Unified Desktop. Widgets on the Avaya Unified Desktop dashboard display statistical charts allowing supervisors and managers to monitor contact center performance in real-time. With access to statistics that update in real-time, such as the number of contacts waiting to be answered, answered / not answered, completed and the number of abandoned calls, users can view changes in contact activity as they occur.

The Avaya Unified Desktop provides real-time monitoring capabilities. The Avaya Unified Client is the presentation layer for viewing and managing dashboards, views and widgets.

Real-Time reports within AXP Public Cloud Analytics are configured to refresh every second.

Supported measure types are Start of Day (Since Midnight for system time zone) and contact detail records.

AXP Public Cloud Analytics includes several real time dashboards and views that are ready to use out-of-the-box. A Real Time Dashboard is a collection of one or more Real Time Data Views. A Real Time View consists of a reporting widget. These Real Time dashboards are designed with flexibility to allow users to easily modify or create new reports to meet specific needs.

Real-Time views supported:

- Bar Chart
- Pie Chart
- Column Chart
- Billboard
- Table

Administrators can create dashboards that are public and available to all users. Supervisors can create private dashboards, visible only to the supervisor user that creates them. Supervisors can also make a clone of an existing default or public dashboard. Cloned dashboards become private to the user who cloned them.

Real-time dashboards:

- Agent by Queue
- Queue Summary
- Agent Performance (including Agent by Channel)
- Agent Behavior (Login/Logout)
- Contact Details (CDR)
- Queue Performance
- Not Ready Reason Codes
- Custom Views & Dashboards
- Custom Metrics
- Thresholds

For recent updates to Realtime Analytics documentation please visit: [Realtime Reporting](#)

Avaya Voice Recording Capabilities

For an AXP Public Cloud solution with Avaya Voice Recording entitled and enabled, the platform enables voice interactions between agents and customers to be automatically recorded in real time and then stored for 90 days. After 90 days, the recording files are automatically deleted from the cloud storage.

The voice recordings retention time of 90 days can be extended via a OneCare support ticket.

With the Avaya Voice Recording feature, users with the Supervisor role in Avaya Workspaces can access voice recordings of the interactions between agents and customers. Supervisors can easily search for a voice interaction on the Customer Journey widget and then replay the voice recording. Supervisors can use voice recordings to analyze and assess the quality of interactions and enhance customer experience.

Users with the Agent role can manually pause and resume the call recording of an active voice interaction at any time during the call to skip sensitive information from being recorded.

Users with the Supervisor and Administrator role can select and permanently delete voice recordings from the platform.

The Avaya Voice Recording feature is orderable via the Avaya Store, under the Workforce Engagement drop down selection box.

This feature is not compatible with the Verint Workforce Engagement feature set – for customers requiring advanced Workforce Engagement features, please use the relevant Avaya Store options and select “Verint Workforce Engagement” bundles and optional add-ons.

There is currently no supported migration path from Avaya Voice Recording to Verint Voice Recording or vice-versa.

Verint Workforce Engagement Management

1 Voice Recording

Many organizations record the interactions between customers and employees for liability protection, compliance, and quality management purposes. While these recordings can contain massive amounts of useful information, extracting actionable intelligence from them quickly can be challenging.

With Verint Call Recording, users can quickly search, replay, and report on calls by topic, which can dramatically reduce cost and time required for call reviews. The solution can even apply multiple tags to a single call, a benefit for long or complex calls-

Content-driven dashboards and intuitive reporting can help organizations gain a deeper understanding on why customers are calling, so they can take quick action.

Because Verint Call Recording is part of the embedded Verint Workforce Engagement Management suite, it can work seamlessly with other components of the solution such as Quality Management, Workforce Management, Speech Analytics and Desktop and Process Analytics to provide unique business process workflows that deliver greater value to the organization.

This full-time, enterprise recording and archiving solution can help enhance compliance, reduce liability, and support customer engagement management.

2 Screen Recording

Screen Recording captures employee screen data and keystrokes passively, either concurrently during the interaction, or standalone during back-office user activities. This powerful, proven solution can help your organization comply with industry regulations and standards, such as the Payment Card Industry Data Security Standard (PCI DSS), HIPAA, Dodd-Frank, GDPR, MIFID II, SEC 17a-4, SOX or FSA, expedite dispute resolution, and mitigate risk and liability.

- An undetectable back-end process that captures desktop activity and keystrokes
- No need for programming or deep integration

Currently, screen recording is available for Voice interactions only.

For capturing screen recordings while Agents are handling Digital interactions, the following two options are available:

- Via the Verint Compliance Triggers add-on (not included with Screen Recording, chargeable extra)
- Via the use of the Verint EDM Interaction Capture Control API (not included with Screen Recording)
 - API enablement requires chargeable Professional Services engagement.
 - Widget development not included, requires chargeable Professional Services engagement

Screen recording captures the entire screen of the agent in a video, while the agent has an open Voice interaction. Supervisors can watch which tools were used by the agents during the voice interaction, how the tools were being used, were the right tools used, and how quickly the agents were able to provide the information to the callers. In addition to this, supervisors can also monitor what the agents were doing in after contact work. Based on the agent's behavior, supervisors can identify and remove the bottlenecks in the process and provide improved training to the agents to increase their efficiency.

With most contact centers moving to work from home, it has become more challenging to deliver training to the agents. This is where screen recording plays an important role. Supervisors can share the screen recordings of their top performing agents with the new hires and the agents that are not performing at par and show them the best practices on how to use the tools efficiently and increase first call resolution. Adding a video component to training, is known to reduce cognitive overload and maximizes retention.

For government agencies and health care clients, screen recordings can be used to review if agents are following the required compliance and legal disclosure process.

3 Quality Management

Quality Management can help your contact center make the transition to omnichannel customer engagement. With this proven solution, you can efficiently select and evaluate large numbers of interactions across communication channels based on business relevance, employee performance, and customer input. It's a practical way to gain insight that would be difficult, if not impossible, to achieve by randomly sampling small numbers of interactions and evaluating them against inwardly focused metrics and processes.

With Quality Management, you can evaluate all the attributes of a customer interaction, including voice conversations and associated screen data, text-based interactions (such as messaging and chat, will available with AXP at a later date) from a single screen. The solution's omnichannel interaction player provides personalized access to speaker-separated audio waveforms, speech analytics categories, emotions, keywords, interaction tags, annotations, screen recording, applications used by employees, and employee profile information.

With Quality Management, you can design flexible, intelligent evaluation forms quickly and tailor them to specific interaction types. Quality scores can feed key performance indicators (KPIs) in scorecards, which in turn can drive performance-based coaching and eLearning. If you use Performance Management, you can immediately assign coaching and /or e-Learning sessions, either manually or automatically, to address skill and knowledge gaps detected during evaluations. You can even attach scorecard KPIs, policies, and other relevant information to the sessions.

NOTE:

The Quality Management solution is currently only available for the AXP Voice Channel

4 Automated Quality Management

Automated Quality Management can automate the entire contact center quality process, from scoring evaluations through assigning coaching. This solution can automatically score up to 100 percent of calls across all recorded phone interactions. It offers much greater insight than you'd receive from a small sample of calls while enabling you to focus your quality team on other activities that can add greater value to your business, such as analyzing calls, evaluating compliance, and providing targeted coaching.

With Automated Quality Management, customers can transform traditional quality processes by understanding agent performance and quality across all of the calls and making more informed decisions that can drive business improvements, such as:

- **Cost Effectiveness** — Balance customer satisfaction with operational efficiency by shifting contact center resources where they can deliver the greatest impact, without incurring unnecessary expense.
- **Risk Reduction** — Ensure that agents provide required disclosures and follow mandatory scripts, helping reduce the risk of non-compliance and potential associated penalties.
- **Customer Satisfaction** — Improve the quality of interactions between customers and agents by redirecting your resources to address individual employee gaps in knowledge, proficiency, and adherence to processes.
- **Employee Satisfaction** — Build agent satisfaction by assessing performance consistently, transparently, and objectively across every call, and share results with employees, managers, and executives.

NOTES

- Quality Management functionality is a mandatory prerequisite for Automated Quality Management
- Automated Quality Management includes 1 Language Pack by default. Additional Optional language packs may be purchased
- Automated Quality Management is currently only available for the AXP Voice Channel.

5 Workforce Management

Workforce Management helps simplify the complex task of hiring, forecasting, and scheduling, even with large numbers of employees, complex scheduling periods, and many queues to staffing profiles. Its intelligent interviewing features use AI and virtual interviewing to automatically assess an applicant's fit for the role. This unique capability helps elevate candidate quality, accelerate time-to-hire, and enhance employee retention.

The solution also incorporates features allowing users to work from anywhere — critical capabilities during the pandemic and afterwards, as staff return to the office. These features can help your organization support health and safety guidelines on site while providing employees with updates and assurance to feel confident about returning to the workplace. And as a cloud solution, it can free you from the burden of complex infrastructure and administration.

Optimize Scheduling with Automation

Workforce Management can measure and leverage the talents and preferences of individuals and align their skills and proficiencies to produce optimum schedules. Employees can make schedule changes on the fly, while automation adjusts your staffing so these changes won't cause you to miss your business targets. What's more, the solution includes built-in scorecards, allowing you to gain insight into what employees are doing, how effectively they're performing, and where they excel or need to sharpen their skills.

Workforce Scheduling and Management

Today's workforce demands scheduling flexibility, work-from-anywhere options, and easy management of their own schedules. Workforce Management can help you provide employees with flexibility and work-life balance while still meeting service levels. It can:

- Accommodate dedicated, blended, or task-switching environments.
- Comply with government, union, and "time-banking" regulations.
- Schedule based on skill priorities that align with your contact routing strategy.
- Develop optimized, long-term plans for capacity, staffing, hiring, and vacation
- Use a mobile app to manage their schedules. Employees can access schedules from anywhere, create and monitor requests, receive notifications about status, and view KPI scores.
- Easily pick up extra shifts within the mobile app when the contact center is understaffed.
- Request preferences for start times by day, and preferences for days off in the week.
- View projections for periods of under- / over-staffing, enabling them to request blocks of voluntary time off, or overtime that aligns with their individual skills and proficiencies.
- Review published schedules, calculate time-off accruals, and check the status of shift swaps, shift bids, time off, and vacation requests.
- Post, negotiate, request, and withdraw shift swaps via the mobile app. Information is forwarded to managers for quick and easy processing.
- Create, withdraw, and be wait-listed on time-off requests down to the nearest minute, hour, or day.

NOTE: Workforce Management Forecasting and Scheduling is currently only available for AXP Public Cloud Voice Channel.

6 Speech Analytics

Speech Analytics provides advanced functionality that can automatically surface intelligence from thousands — even millions — of recorded calls, so customers can take action quickly. This next-generation analytics solution can reveal the intelligence essential for pinpointing cost drivers, trends, and opportunities; identifying strengths and weaknesses with processes and products; and understanding how your offerings are perceived by the marketplace.

Right out of the box, Speech Analytics can provide sophisticated conversational analytics to automatically identify, group, and organize the words and phrases spoken during calls into themes, helping to reveal rising trends and areas of opportunity or concern. Going beyond merely isolating words used repeatedly during a specific time period, conversational analytics can identify and group words that are different, but contextually related to a particular topic, such as relating overage, minutes of usage, and late charges to “fees.”

With this functionality, customers can quickly build categories that reflect current customer issues and concerns across thousands of calls, helping them to take action right away. You don’t even need to tell Speech Analytics what to look for — the solution can identify themes automatically, continually refine them, and add new themes over time. It’s a practical and powerful way to help business users continually stay on top of customer perceptions and what’s being said during calls.

NOTE: Speech Analytics is available under two different units-of-measure: Named Agent and Kilo-Monthly-Minutes. The two cannot be combined for the same subscription and the selection is done via the Avaya Store optional add-ons.

Speech Analytics – Additional Languages

Speech Analytics includes 1 Language Pack by default. For customers requiring additional language support, optional language packs may be purchased.

Speech Analytics – Line of Business

Speech Analytics Line of Business is an optional licensed and priced add on to Speech Analytics. It is a productized services allowing customers to have the ability to have separate Speech Analytics Data Dictionaries for their different Lines of Business.

For Example: A customer Sales organization will have a set of Speech Analytics words and phrases that are relevant to Sales Agent and customer. A Line of Business Data Dictionary is created for Sales. The customer may also have a Technical Support organization. This organization require have a set of Speech Analytics words and phrases that are different that Sales Organization. Customer may purchase Speech Analytics Line of Business to cater to Technical Support organization.

7 Real-Time Agent Assist

Verint Real-Time Agent Assist™ (RTAA) is an innovative solution that analyzes calls in real time and automatically identifies opportunities to guide interactions toward better outcomes for your customers and organization.

The solution includes two sources of triggers: linguistic and acoustic.

The solution leverages Verint's Real-Time Speech Analytics™ technology to help employees handle calls more effectively.

Notifications are presented in Verint Work Assist™, a unified notification center driven by AI.

NOTE: The use of linguistic triggers requires the standard Speech Analytics component to be ordered as well.

The Verint Real-Time Agent Assist engine is tuned to run in real time to help employees handle calls more effectively.

Verint Real-Time Agent Assist engine is tuned to run accurately both on acoustic and linguistic triggers. The engine is tuned to “catch” terms and phrases of employees and customers with different dialects and accents in real time.

The fast and accurate triggers mean you can rely on agents receiving the right assistance at the right time, to positively impact the outcome of the interaction. If an agent is struggling with an interaction, he or she can receive real-time coaching. This guidance may be a reminder to not talk over the customer, assistance on how to follow a process, or advice on what knowledge article to share. This allows the agent to improve performance immediately rather than having to wait for a coaching session.

Out of the box Linguistic and Acoustic Triggers:

System is preconfigured with linguistic and acoustic triggers.

- Linguistic
 - Escalations
 - Complaints
 - Positive Sentiment
 - Negative Sentiment
- Acoustic
 - Long Silence
 - Employee Overtalk

RTAA is prebuilt with acoustic and linguistic triggers so organizations can immediately impact metrics such as handle time and customer sentiment. These triggers have been tested and certified to help organizations better handle real contact center pain points.

Employees and managers can receive automated assistance and guidance. Employees can receive real-time guidance within Work Assist (or third-party application) while managers can receive email notification that can help them impact the outcome of the call.

Market-Leading Transcription Accuracy

Industry-leading transcription accuracy, enabling employees to confidently drive better interaction outcomes as they happen.

Key benefits:

- Generate accurate triggers to guide employee
- Ability to continuously tune engine

Work Assist – unified notification center

Work Assist is a cloud-based solution that unifies all triggers in one application.

All notifications are presented in Verint Work Assist, which is a unified notification center application available on the employee's desktop, so employees have a single place to look for guidance. Work Assist runs in the background without interfering with employee's desktop.

By leveraging APIs, triggers can be routed to third-party applications. Employee can provide feedback on trigger by pressing thumbs up/down next to each trigger.

NOTE: Verint Real-Time Agent Assist is only available for the Voice Channel.

8 Application Visualizer

Application Visualizer is an innovative, cloud-based, desktop analytics solution that provides contact center leadership and staff with visibility into employee desktop activity. This enterprise-scale solution captures real-time application usage and groups the applications into predefined categories, such as production-related, non-production, idle, and inactive time. Managers can compare application usage against scheduled or actual productive work time.

Application Visualizer unobtrusively captures application and web usage data for each employee directly from the desktop without including screen captures or video, eliminating potential distractions and protecting employee privacy. The solution can help improve the customer experience while reducing costs by giving managers insight into:

- Opportunities to increase productivity and capacity, reducing costs and the need for overtime.
- Agents who are struggling and need coaching to improve performance.
- Best practices of top performers to share with others.

9 Compliance Trigger

Compliance Trigger is an innovative, cloud-based solution that provides contact center leadership with the assurance that their center is complying with the appropriate rules, regulations, and processes. It can trigger actions based on real-time desktop events to help ensure compliance, such as pausing and resuming recording, or generating pop-up alerts with process step reminders for employees.

Compliance Trigger uses desktop events to initiate a variety of actions, including:

- Pausing and resuming interaction recordings to meet Payment Card Industry (PCI) security standards.
- Tagging interactions with non-telephony-based data tags for easy search and retrieval in compliance audits and quality reviews.
- Providing simple reminders to accurately guide agents in real time through compliance-governed processes.

With this proven, enterprise-scale functionality, you can provide essential compliance-related information and guidance to employees at appropriate or critical points in a process. It's a proactive approach for deterring non-compliant behavior. Moreover, the data captured can also enhance your quality management processes. Specific interactions can be tagged and retrieved for targeted and effective feedback that helps improve employee performance and the customer experience.

NOTES:

- Compliance Trigger is only available for the AXP Voice Channel
- The use of the Interaction Capture Control API is unlocked by purchasing this add-on
- In case a customer requires to use the Interaction Capture Control API without purchasing the complete Compliance Trigger add-on, a chargeable Professional Services engagement is required to enable and configure the API connectivity.

10 Advanced Strategic Desktop

Advanced Strategic Desktop provides 2 desktop capabilities –

Process Analysis — Enables users to define specific processes, then track the volume and status of workflow as it moves through them using the sequences of trigger data and application usage patterns from Application Visualizer and Compliance Trigger. When the software recognizes a specified sequence of steps, it records the data.

The solution can provide reports showing which processes have been completed, how long they took, who performed them, and the steps involved. Users can even spot incomplete processes, transaction values, and account data at given steps.

Process Discovery — Graphically maps, step by step, how employees execute business processes based on their actual desktop activities or activity log files. The solution can capture data and create process

diagrams in Microsoft Visio® automatically without interrupting work, interacting with critical corporate systems, or requiring predefined process flows or integration with other applications.

NOTE

- Application Visualizer and Compliance Trigger functionalities are a mandatory prerequisite for Advanced Strategic Desktop.

11 Storage

For each tenanted solution, 1TB of storage is included by default. If users exceed 1TB of storage in any given month, this will be treated as overage and Avaya will charge for this.

- 1 Interaction Data Export Manager (also referenced as “Interaction Data Export”) is included as part of the offer allowing users to schedule the exporting of their recording data to an on-premise or S3 storage.

12 Interaction Data Export Manager

Included with Avaya Experience Platform Public Cloud – Avaya Workforce Engagement

For Avaya Customers who must export their interaction data, Interaction Data Export Manager supports simple and intuitive user interface to export their raw interaction data in bulk and at scale. It is included *by default* with Avaya Experience Portal Voice and All Media Packages.

This feature is referenced by the Product Documentation as “Interaction Data Export”.

Key Features

- Exports stitched audio or un-stitched screen interactions along with a standard set of interaction metadata.
- Ability to Export to customers Local or S3 Storage
- Single export campaign with based on interaction date/time
 - Single Campaign Example: Export data Every Saturday at 12: AM
- Tenant facing usage reports

Supported Export Formats

- Export as SCN+WAV (As Recorded only).
- Metadata as json files.

Use Case

- All interactions and metadata need to be exported outside of Verint in a non-proprietary format for analysis, archiving, or storage in a data warehouse.

Optional – Avaya Data Export Manager Advanced

For Avaya customers with comprehensive business criteria to select and export interactions, Interaction Data Export Manager – Advanced supports broad export capabilities of normalized interactions for easier consumption by 3rd party applications.

This feature is referenced by the Product Documentation as “Interaction Data Export with Processing”.

Key Features

- License controlled paid option
- Support for multiple simultaneous export campaigns.
- Comprehensive export campaign selection criteria.
 - Multiple Campaign Example :
 - Campaign 1 : Export Sales Agent data Every Saturday at 12:00AM
 - Campaign 2 : Export Support Agent data Every day at 11:00 PM
- Additional Export Transcoding CODEC options
- Tenant facing usage reports

Supported Export Formats

- Export transcoding to AVI (as recorded) or SCN+WAV (As Recorded or transcoded to G.711/ACC/MP4).
- Video Exported as captured (H.264)
- Text as json files.
- Metadata as json files.

USE CASES

- An outsourcer needs to export interactions on an ongoing or one time basis to their tenants/customers.
- A customer needs to export a subset of their interactions based on specific criteria such as organization
- A customer needs to export interactions and their metadata for processing or storage outside of Verint but require a different storage codec or file format.
- A premise customer cannot support S3 storage and needs to export to sFTP or SMB.

NOTE:

- Interaction Data Export Manager is referred to by the Verint Documentation as “Interaction Data Export”
- Interaction Data Export Manager Advanced is referred to by the Verint Documentation as “Interaction Data Export with Processing”
- Only available for the AXP Voice Channel.
- This add-on is available under two different units-of-measure: Named Agent and Kilo-Monthly-Minutes. The two cannot be combined for the same subscription and the selection is done via the Avaya Store optional add-ons.

13 Experience Management Web and Mobile Bundle / Segment

Verint Web and Mobile Experience Management allows companies to take a holistic approach to CX by incorporating voice of the customer data across web, mobile, social, and survey feedback. Finally, you can track the digital customer journey and gain insights into the omnichannel experience.

Now you can:

- Employ active listening to identify and fix issues in real-time
- Create listening posts to solicit feedback based on event triggers and early warning signals
- Tap into closed-loop action and follow up with specific customer feedback
- Apply greater structure and consistency for CX initiatives by generating KPIs, utilizing benchmarking, and creating outer-loop feedback systems

Tangible ROI from Proven Benefits

Implementing Verint Experience Management for Digital results in quick time to value and real results that drive sales and customer loyalty. Companies that use Verint Experience Management for Digital see benefits such as an increase in digital channel or mobile app containment, decreased online order abandonment, and increased online orders. XM for Digital can also help companies increase NPS, CSAT and revenue through marketing improvements.

Companies can also seamlessly integrate data across channels and use linked metrics to predict customer actions.

The Experience Management Web and Mobile Bundle is comprised of:

- 1 Instance of Verint Survey Management
- 1 Instance of Verint Predictive Modeling
- 1 Instance of Verint Digital Feedback
- Unlimited quantity of Named Employees for Verint XM Users
- Unlimited quantity of Verint Workgroups
- Unlimited quantity of Verint Unified Completes Bundles (Verint Unified Completes Bundles is comprised of Verint Kilo Completes and Kilo Interactions of Verint Interactions for Insights)
- 1 Verint Experience Management Segment
 - “Segment” means data collected, stored or aggregated by each unique brand, channel, domain or subdomain.

The Experience Management Web and Mobile Segment is an optional add-on to the Bundle, if the customer requires additional Segments.

Survey Management

With Verint Survey Management, it's easy to create surveys — just choose from a selection of industry best-practices templates, import questions, or use the solution's flexible editor to build your own.

Surveys can be deployed, accessed, and retrieved using a range of mobile devices. You can deploy them offline or by using the web app, mobile browser, SMS, or a self-service kiosk — and a single survey can be deployed via multiple modes at the same time, including open participation, email, mobile, and social media.

Predictive Modeling

Predictive Modeling leverages artificial intelligence technologies and a patented, predictive experience management (XM) data science model developed over nearly 20 years.

Its cause-and-effect framework can enable you to connect drivers of customer and employee satisfaction at individual touchpoints in the customer journey with measurable business outcomes, such as likelihood to purchase, recommend, return, and more.

Digital Feedback

Captures customer-initiated feedback via web and mobile channels throughout the digital customer journey, empowering you to make smarter, faster business decisions. By capturing rich experience context with each submission and combining it with advanced analytics and text mining, the solution helps facilitate timely, targeted and decisive action.

As a result, you can improve the consistency and quality of the experience and drive measurable – and immediate – business impact.

NOTE: The Verint Experience Management bundle and add-on are available for quoting and ordering via A1S, along with the extended Verint-branded product portfolio.

14 Interaction Wrap-Up Bot

The Verint Interaction Wrap-Up Bot is an AI-Driven automated summarization tool.

Used anywhere there is a live interaction between a human agent and a customer, it augments the agent by automatically summarizing the conversation in real-time in order to automate the wrap-up.

By automating call summary, the after call work is reduced from 30-45 seconds to 5 seconds.

The Verint Interaction Wrap-Up Bot delivers precise summary notes, seconds after the call concludes. It leverages the Verint Da Vinci Real-Time Transcription and generative AI. The Agents can review, edit and approve the summaries.

Summaries are delivered to agent desktop for approval and publication via the Verint Work Assist client just seconds after a call concludes.

What is the Value?

- Reduce Operational Cost: Reduce expense of manual after-call summary creation, which can cost organizations millions of dollars annually.
- Gain Efficiency: Real-time nature of bot improves agent efficiency and enables agents to focus on customer interactions rather than lower-value effort
- Optimize Effectiveness: Deliver summaries in a consistent format reducing content gaps, eliminating bias, and increasing accuracy and quality
- Decrease Compliance Risk: Remove the risk of capturing sensitive customer data in handwritten notes or notetaking applications.
- Elevate Agent Experience: Replace mundane, manual post-call summarization to enable agents to quickly transit
- ion to helping the next customer.
- Improve Customer Experience: Thorough, accurate summaries in CRM help agents understand previous interactions and provide faster, more personalized support to customers.

NOTES

- The Interaction Wrap-Up Bot requires purchasing Real Time Agent Assist.
- Only available for the AXP Voice Channel

- This add-on is available under two different units-of-measure: Named Agent and Kilo-Monthly-Minutes. The two cannot be combined for the same subscription and the selection is done via the Avaya Store optional add-ons.

15 PII Redaction Bot

The Verint PII Redaction Bot is an AI driven, Cloud-based compliance solution. The bot would leverage the Da Vinci Transcription Engine to achieve an accurate transcription of the AXP Voice interactions and generate an accurate redaction of sensitive PII information.

The PII Redaction Bot can be used in compliance-sensitive environments together with the Compliance Triggers add-on to achieve two layers of protection.

The solution currently supports the following two languages:

- English (all regions)
- Italian

More languages will be tested and supported over time.

Where is it used?

Across any voice interaction between customer and an employee.

What does it do?

It redacts sensitive information such as credit card number, CVV number, expiration date, social security number, name, address, age from voice interactions. Playback redaction is privilege based and configured by the WFE platform administrator.

What is its value?

Increases PII compliance, including PCI DSS and reduces risk of penalties due to sensitive data leaks or breaches.

The solution supports redaction of all WFE applications via “replay redaction” of voice interactions:

- Speech Analytics
- QM/AQM
- Interactions
- Risk Management

NOTES:

- Only supports the AXP Voice Channel
- Requires the Verint Speech Analytics add-on

16 Da Vinci Speech Transcription

Verint Da Vinci Transcription Service capitalizes on the Verint semantic intelligence AI and over 70 patented technologies to provide a deeper understanding of the meaning and context contained in conversations. The service can accurately transcribe calls in more than 75 languages and dialects and offers market-leading transcription accuracy, including human-readable, term-level, and utterance-level formats. Transcripts include rich metadata such as speaker, start and stop timestamps, confidence

level, and word placement to help your organization extract maximum value from this rich unstructured data.

The Verint Da Vinci Transcription Engine is a cloud-based service deployed in a way that enables fast and cost-efficient decoding. Verint Da Vinci services enable developers to leverage the artificial intelligence capabilities of Verint Da Vinci across the enterprise. With these services — alongside the standard Verint applications — our customers can realize even more value from the Verint Cloud Platform.

NOTES:

- Da Vinci Speech Transcription feature is included with the standard Speech Analytics add-on.
- By purchasing Da Vinci Speech transcription separately (without Speech Analytics) customers can leverage the same capabilities and performance in order to transcribe audio recordings generated outside of the AXP/Verint environment.
-
- Verint Da Vinci Transcription Service is implemented using REST APIs in Verint's Open API Standard. This enables a consistent approach to APIs available from the Verint Developer Portal. The APIs are secured and authenticated in the Verint Cloud using Oauth 2.0.
- This add-on is available under two different units-of-measure: Named Agent and Kilo-Monthly-Minutes. The two cannot be combined for the same subscription and the selection is done via the Avaya Store optional add-ons.