Avaya Contact Center

**Product Releases and Upgrades** - Aligning with your feedback, Avaya’s new releases / capabilities introduced in the last six months have been focused on feature improvements / additions, resiliency, ease of use and solution reliability.

**Avaya Oceana™ 3.2.1 introduced December 2016**, provides a new, fully integrated digital solution built on Avaya Breeze. Oceana is an end-to-end solution for multi-touch, digital customer service with integrated, in-context communications across devices and time. It provides a customer journey view, attribute matching to agents, and data driven workflow leveraging context store. Key attributes include:

- Targeted for Elite customers
- Oceana Workspaces, a thin client omnichannel agent desktop with customer journey maps. Fully extensible policy and matching with contextual awareness
- Support for Avaya Aura® 6.3 and later releases

**Oceanalytics 1.0.1 introduced December 2016**, provides a new, real-time and historical Oceana reporting solution with key attributes including:

- Open, Extensible Framework
- Reports by agent, channel, and routing
- Advanced ad hoc Reporting
- Oceana Data Collector Snap-Ins for multi-source inputs

**Avaya Breeze™ 3.2.1 Platform introduced December 2016** updates Avaya’s application development platform used to create and deploy advanced communication services. Tightly integrated with Avaya Aura®, Breeze provides software-defined capabilities and configuration-enabled application creation (no-coding). Breeze snap-ins help customers rapidly innovate feature enhancements on new and established products and is the foundation for Oceana and Oceanalytics collectors.

**Some recent Avaya Snap-in additions:**

- ZangCloud Carrier Services is a task bundle for Engagement Designer that gives workflows easy access to valuable decision criteria; including whether a caller is on a cellular network, the carrier delivering the call, the caller's billing address, and the caller's name.
- The Zang SMS connector snap-in enables Avaya Breeze™ snap-in and workflow developers to quickly leverage the simplicity and economy of SMS messaging from Zang.

See more Breeze use cases here:
[https://www.youtube.com/watch?v=awR5tDjE2V0&index=8&list=PLVAvmhXSk-dgk4Kzt7L-iqZWLLeKpZDPi](https://www.youtube.com/watch?v=awR5tDjE2V0&index=8&list=PLVAvmhXSk-dgk4Kzt7L-iqZWLLeKpZDPi)

**Avaya Breeze™ Client SDK introduced December 2016**, enables embedding advanced communications functionality in user and business applications. Avaya’s turn-key applications (e.g. Oceana Workspaces) are built using the same SDK as external developers.

- Cross Platform (iOS, Android, Win, OSX and JavaScript / WebRTC)
- Full SDK, supporting all customer and team engagement turn-key applications
- Support for Avaya’s next-gen endpoints, including Vantage

**Avaya Aura Contact Center Elite 7.0.1 introduced May 2016**, is the most widely used contact center in the world. New capabilities include:

- Optionally treat adjunct routed calls as ACD calls
- Optionally treat Aux agent time as idle
**Avaya Aura Contact Center 7.0.1 introduced December 2016**, an all-in-one multi-channel contact center solution. New capabilities include:

- 3,000 web chat sessions (up from 600)
- Avaya Breeze™ for data directed routing
- Agent whisper coaching

**Avaya Aura Contact Center Select 7.0.1 introduced December 2016**, a contact center for the IP Office platform. New capabilities include:

- Agent scale to 400 agents with IPO 10
- Whisper coaching of agents

**Experience Portal 7.1 – introduced in May 2016**, a web services based, highly scalable, highly reliable platform that delivers enterprise-grade automated inbound and outbound multi-channel capabilities that includes mobile, voice, video and text based channels such as email and SMS.

- Incorporate mobile web as a channel supporting outbound and inbound mobile web experiences (applications) through HTML5/CSS
- Escalate from self-service to assisted service with context across multiple channels

**Avaya Aura Workforce Optimization 15.1 introduced January 2016 and 15.1.1 introduced October 2016**, is a unified suite of workforce optimization solutions available in a number of Operational and Advanced packages structured to accommodate different organization requirements. New capabilities:

- Refreshed User Interface
- Updated Workforce Optimization applications
- Support for Oceana

**Roadmap Highlights**
Over the next 6-12 months, Avaya's investment roadmap priorities include:

- Oceana releases scheduled quarterly will bring supervisor / admin enhancements, support for additional channels / media (ad hoc interactions, social messaging, full video via WebRTC), seamless desktop integration for Outbound & WFO, massive scalability and availability (including full geo-redundancy), and enhanced cloud deployment (AWS, EPC, hybrid use cases w/ Zang)
- Oceanalytics will add event processor enhancements (extended measures, simplify creation of new measures), expanded reports to match Oceana capabilities, Collectors – Elite, Experience Portal, AACC and Proactive Contact, plus scalability and business continuity improvements
- Breeze will introduce simplified admin for Oceana (e.g., Snap-in Bundling, Snap-in Resource Management) and high resiliency features (cluster database scheduled backups and active/active support plus cluster database available for all Snap-in developers.)
- CC Elite and CMS updates. CMS will support for CM survivability mode without the G650 CC Elite will enable CC Elite Agent Mobility, provide a new VDN info button, and a support a new variable type to identify the “last agent” before a post-call survey.
- Experience Portal will deepen its alignment with Avaya Breeze/Oceana streaming real-time events into Breeze to support self-service in the customer journey, expand the cloud offering and subscription usage based pay model, and leverage Zang using its capability as SMS aggregator.

*Gary Barnett - Senior Vice President and General Manager, Engagement Solutions*