

Contact Center

Contact Tracing from Avaya



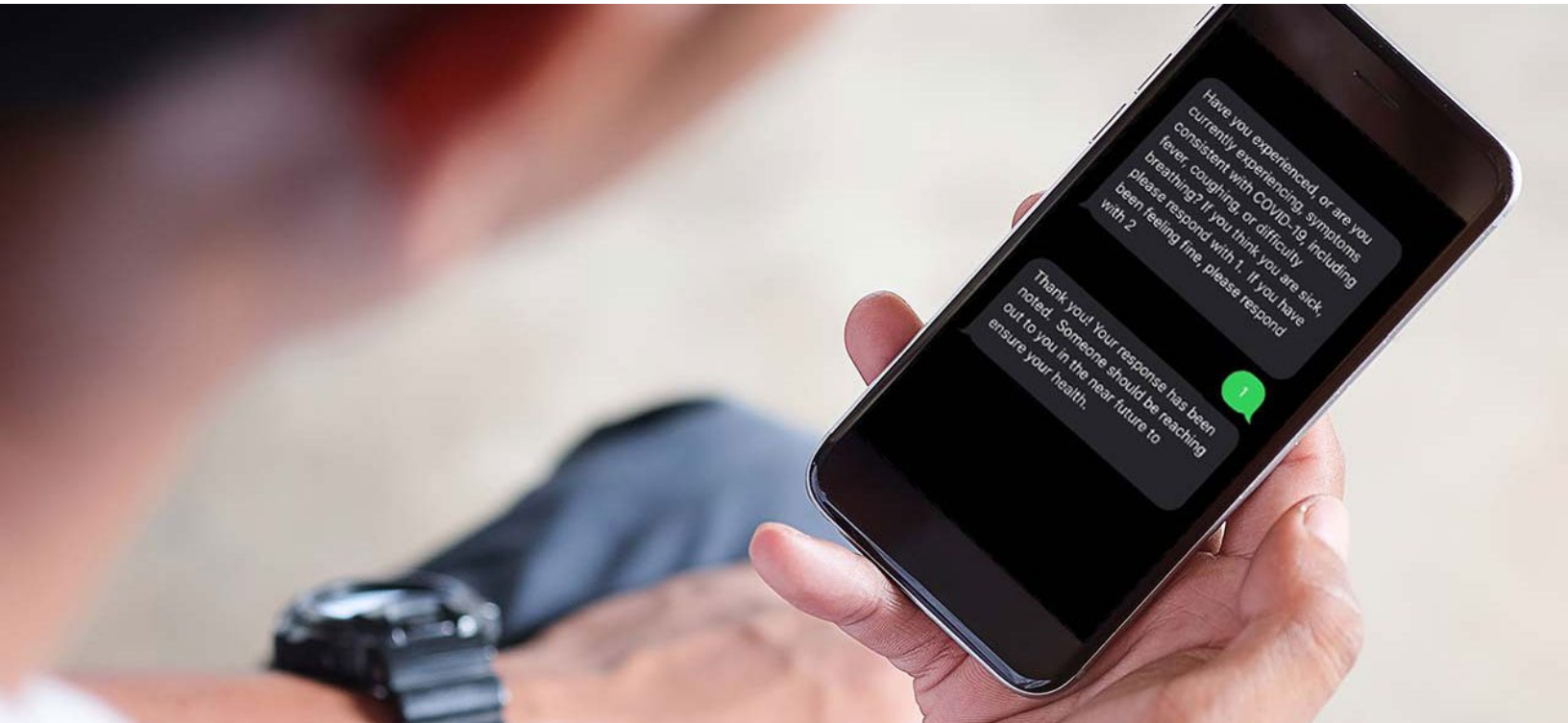
Avaya simplifies, enhances, and automates contact tracing across multiple digital channels while helping you to maximize care and operational performance

Quickly Track, Monitor and Notify Contacts of Potential Exposure to COVID-19

Contact Tracing from Avaya helps organizations alleviate the huge burden on data collection and monitoring brought on by the COVID-19 crisis. Through the use of automation and multi-channel engagement, Avaya's advanced technologies combine to provide a robust and scalable solution that can be deployed within days - either as an over-the-top application or with the Avaya software you may already have in place.

Automation has always played a role in increasing satisfaction and, now, in contact tracing efficiency. Of vital importance is that automation can be accomplished while still keeping agents accessible to affected individuals when needed. Automation ensures that timely outbound calls are always made and that calls are always answered, and that contacts never need to wait, be placed on hold, or experience a dropped call. Automation helps offload agents of the most routine and repetitive tasks, making them available for calls that require direct contact.

Avaya simplifies, enhances, and automates contact tracing across multiple digital channels while helping you to maximize care and operational performance.



Contact Tracing from Avaya works across a variety of voice and digital channels including web chat, email, text messaging, and more.

Contact Tracing from Avaya provides advanced productivity tools and proactive AI that helps ensure the correct contact-agent pairing.

Contact Access, Their Way, From Any Device

Individuals want to use their smart phone or tablet to communicate as their preferred means of interaction. Contact Tracing from Avaya works across a variety of voice and digital channels including web chat, email, text messaging, and more. This can help improve contact satisfaction, agent efficiency, and lower the number of unnecessary repeat calls.

Maximize Satisfaction and Team Performance

Contact Tracing from Avaya provides advanced productivity tools and proactive AI that helps ensure the correct contact-agent pairing. Agent augmentation tools can provide real-time prompts and suggestions during live interactions. Additionally, a set of agent and supervisor browser-based desktop tools puts help at their fingertips when needed and is conveniently out of the way when not needed. Avaya's intuitive, unified experience speeds adoption and lowers training requirements.

AI Virtual Agents Help Contacts and Agents

AI-enabled Virtual Agents are able to have conversations with individuals using natural language. These automated agents can be used for gathering and conveying critical information. Machine learning capabilities learn your business and helps improve communications responses over time. Live agents can be reached conveniently when needed; when paired with AI Virtual Agents, live agents are needed less frequently.

Tracing contains critical information about contacts, close contacts, and affected individuals, and is used to automatically notify contacts and gather additional information.

Features and Benefits

Voice and Digital Channels – Enable contacts to interact easily through voice and across multiple digital channels (email, web chat, Short Message Service (SMS), Multimedia Messaging Service (MMS)) while empowering your agents to manage interactions through a single desktop.

Automated Outbound Notifications – Reach affected individuals and traced contacts through automated outbound notifications in the form of voice, bi-directional text messaging, virtual agent interactions, email, or a combination.

AI Virtual Agents – AI Virtual Agents help ensure all calls are answered quickly reducing ring time and wait time and aids in offloading live agents from routine inquiries and repetitive tasks.

Automated Forms – Affected individuals that need to complete forms can do so in a number of different ways: Voice, SMS/text, or web pages.

Tracing Details– Tracing contact details can be kept up-to-date with virtual agent input, live agent input, and the completion of automated forms. Tracing contains critical information about contacts, close contacts, and affected individuals, and is used to automatically notify contacts and gather additional information.

Automated Self Service – Facilitate an effortless experience by enabling contacts to complete all or part of their voice inquiry using natural language or touch tones.

Mobile Detection – Many people across multiple demographics prefer the use of text messaging on their mobile devices. Mobile detection technology allows you to detect when the called party is on a mobile device and offer them to switch from a voice conversation to a text interaction.

Voice-to-Text Transcriptions – Powerful, AI-driven end-to-end voice-to-text-transcriptions can help substantially increase agent performance in real time by delivering prompts, initiating workflow actions, and enhancing compliance based on words or phrases spoken.

Call Recording – End-to-end, Advanced Encryption Standard (AES) 256-bit encryption, and dual channel recording captures the details of the contact interaction in its entirety, including the initial call in/out experience, hold time, and any transfers and conferences. Supervisors can employ an advanced search engine to easily locate calls using metadata parameters. Agents have the ability to restrict the capture of sensitive information.

Screen Recording – Capture desktop screen activity to gain a better understanding on how agents use web chat, email and other business applications to help affected contacts.

Compliance and Security - Enhance Health Insurance Portability and Accountability Act (HIPAA) security and compliance practices with data redaction capabilities.



Live Monitoring – Supervisors can continually provide agents with feedback and join the agent-contact conversation when necessary.

Quality Management – Supervisors can review individual interactions and obtain important information to evaluate agent performance, identifying performance deviations, skill gaps and deficiencies in processes that can be addressed through coaching and training.

Coaching – Coaching and eLearning tools provide a framework for supervisors to build personalized training programs and deliver this training content directly to the agent desktop to improve their knowledge, skills, and interactions.

Scheduling – Optimally plan, forecast, and schedule contact tracing staff to help achieve goals and targets.

Surveys – Engage contacts immediately following their interactions using surveys to help understand their contact experience and better future interactions.

Unified Reporting – Historical and real-time reporting provides easy-to-read information across voice and digital interactions.

Browser-based Desktop – Improve agent effectiveness and the contact experience by serving voice and digital interactions on a browser desktop.

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.

