

Five9 Liftoff for Avaya Users

Moving your contact center to the cloud can feel like a daunting exercise. Partnering with Five9 reduces the risk and makes it easy to move to the cloud.

Five9 is a cloud-native company built on the foundation of virtual work for not only our systems, but contact center operations as well. We have performed thousands of successful cloud contact center implementations. Enterprises that partner with Five9 experience modern, high-touch, personalized service built upon our history and experience.

We believe that the people who deliver customer experiences must deliver superior customer experiences in return – and that is our aim at every touchpoint. Five9 makes moving to the cloud a positive, transformative experience. We empower you with the guidance, partnership and continued support to ensure that your enterprise delivers the best possible experience to your customers and agents – wherever they are and however you engage with them. We're here to help you determine the right course for your company as you plan for your contact center's future in the cloud.

To further reduce perceived risk for users of Avaya contact center platforms, Five9 has introduced Five9 Liftoff for Avaya Users.

Move to the cloud at a pace that makes sense for your business

Move at Your Pace

Whether you move rapidly or gradually to the cloud, move at a pace that makes sense for your business.

Many organizations hesitate to move their contact center to the cloud out of fear of flash-cutting such an integral part of their operation to a new technology. The Five9 Liftoff for Avaya

Users program lessens those anxieties by offering defined migration strategies tailored to Avaya solutions.

Five9 Liftoff for Avaya Users provides useful integrations that aid users in transition, and streamlines migration processes. It does this by utilizing your existing Avaya infrastructure. This provides tangible value whether you are moving an entire contact center operation or a select set of capabilities such as outbound, self-service, or moving agents from a single department (e.g., a help desk).

Operational Review

Any migration begins with an assessment of your current operating environment as well as a thorough understanding of the current and future requirements of your business. During this operational review, our business analyst will:

- Review your current contact center operation, functional capabilities, management tools and overall business strategy.
- Identify technology gaps between Avaya and your business strategy.
- Provide a benefits statement of features enabled by Five9 that deliver on your business strategy and identify those that will be available as part of the Five9 Liftoff program.
- Deliver a training roadmap for initial users.

Reporting

Effectively managing a contact center requires access to timely operational statistics. Contact center supervisors and managers depend on their reporting system to operate their business and contact center to maximize effectiveness. The Five9 Intelligent Cloud Contact Center includes dozens of the same reports offered by CMS. This means that users won't have to learn



Operational Review

- System assessment
- Future planning

Reporting

- Historical and real-time statistics
- Agent state and performance
- Department performance
- Self-service activity
- Queues (inbound/outbound)
- Omnichannel agent and campaign performance
- Customer feedback
- Campaign management
- Workflow rules
- System status
- Over 100 dashboards including role-based and operational views

Quick Start IVR

- Share IVR between multiple systems

Quick Start Outbound

- Utilize Five9 Outbound with your Avaya System

Telephony Connect

- Connect contact center to UC experts

how to use a new mix of data or combine them with their existing reports. In addition, Five9 has the experience required to rebuild any custom report your organization may have devised over the years, as well as those required to manage the needs of an evolving contact center.

Digital Engagement Overlay

Many Avaya users want to expand their customer service beyond voice. Five9 Digital Engagement capabilities can be overlaid to expand your contact center's channel capabilities. Whether it's a few agents taking chat or email requests or a more complete overlay, Five9 is ready to digitally transform your contact center.

Quick Start IVR

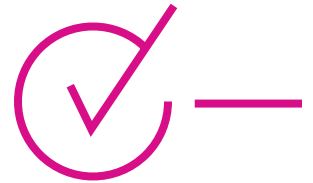
For many organizations, a customer's first point of contact with a company is via self-service, and for the contact center that is typically an IVR. For organizations moving a portion of their agents to Five9, a simple pointer can be inserted into an existing Avaya IVR script whereby appropriate menu trees send calls to Five9 agents.

In the reverse, those organizations wanting to support Avaya agents with a modern, highly-customizable IVR can elect to use the Five9 IVR to support those Avaya agent pools. In this scenario, calls would be treated in the Five9 IVR before being routed to the appropriate Avaya agents.

Quick Start Outbound

Whether your contact center is focused primarily on outbound communications, or if it handles a combination of inbound and outbound customer engagements, Five9 can help. Five9 as a company began as an outbound solution provider, and transitioned to offering a powerful set of inbound and outbound capabilities. We have the know-how to optimize your outbound programs regardless of whether they're preview, progressive, predictive power dialing campaigns or proactive reminders. Users with Avaya Proactive Outreach, Outbound Contact Express or an older solution can easily transition those activities to the Five9 Intelligent Cloud Contact Center to gain greater flexibility.

Whether a contact center is focused primarily on outbound communications, or it handles a combination of inbound and outbound customer engagement, Five9 can help.



Telephony Connect

Avaya contact center agents requiring extensive interaction with UC users can opt to use Telephony Connect, a SIP trunk between the Avaya UC system and the Five9 contact center. This telephony connection allows your agents and supervisors to engage with experts within your business as needed without outdialing and incurring charges.

Quick Migration of Agent Profiles

Contact centers of all sizes, but particularly larger ones, are right to be concerned with the time and expense of transitioning to a new solution. Five9 Liftoff for Avaya Users streamlines the migration of agent data using automated tools that automatically transfer and rebuild agent profiles in seconds versus rekeying the information manually.

Summary

Whether it's moving infrastructure to the cloud or enabling remote agents, migrating a contact center represents a big change for any operation. The longer a solution is in place, the more daunting the task seems. Five9 has migrated hundreds of Avaya contact centers. We have the experience required to minimize these understandable fears while offering an easy-to-use solution that positions your business to better support your customers. Five9 Liftoff for Avaya Users is designed with your specific needs in mind.

About SME Solutions Group, Inc.

SME's Digital Transformation Advisors are experts in the technology industry who provide guidance and advice to businesses seeking to improve their cybersecurity and customer experience (CX). They work with clients to understand their needs and objectives, then develop and implement strategies to help them achieve their goals. These advisors have in-depth knowledge of the market and can provide valuable insights into the latest technologies, trends, and pricing structures. They can help you navigate the complex landscape of various providers, negotiate contracts, and identify cost-saving opportunities.

