

Spoken™ ConversationCenter for Avaya

The Avaya ACD You Know—and a Whole Lot More Powered by the Cloud

Now You Really Can Have It All

Preserve your investment in Avaya

Move to Avaya in the cloud without disruption

Expand your contact center capabilities

Increase agility by adding capacity without capital expenditure

Support unlimited rapid scaling for seasonality and demand spikes

Pay month-by-month based on usage

Spoken ConversationCenter for Avaya is more than just a managed service—it's a cloud-first solution that brings the advantages of cloud-based scalability, cost-effectiveness, and multi-tenancy to Avaya Elite ACD and EMC, and enhances it with advanced contact-center capabilities. At last, you can get all the essential features your contact center requires, backed by the power and versatility of a true cloud solution—all for a total cost of ownership that's at least 30% lower than on-premise.

Now Open: Your Path to the Cloud

As a business with a substantial investment in Avaya, the prospect of moving to the cloud can be daunting. You know it's inevitable. But lingering doubts and potential pitfalls hold you back.

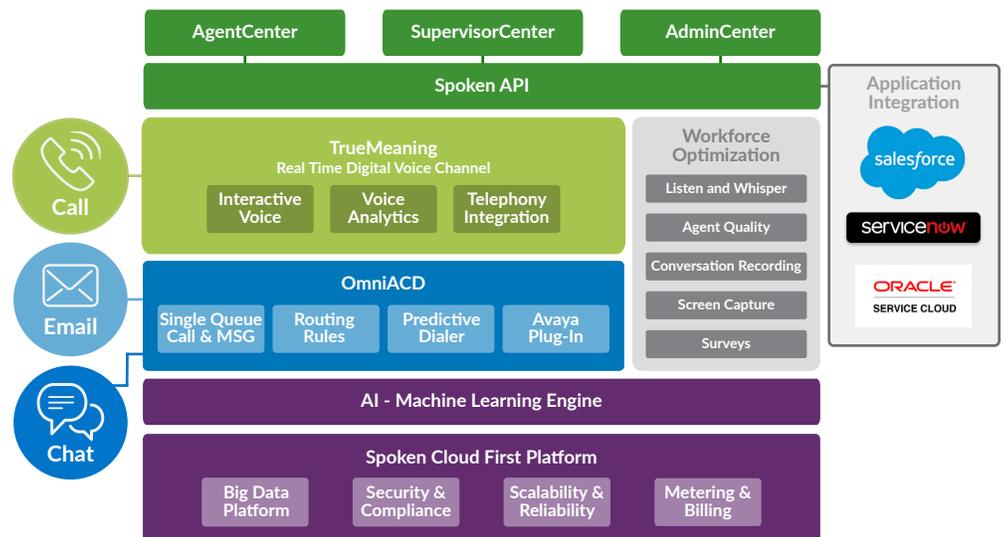
What if you could make the transition with minimal disruption and at a pace that works for you? No rip and replace. And what if your cloud-powered Avaya solution offered you unlimited scalability, powerful new features and higher reliability at lower cost than your current on-premise solution?

Spoken ConversationCenter for Avaya delivers all that and much more.

Get the Best of All Worlds with Lower TCO

For many organizations running Avaya infrastructure, an Avaya-based, native cloud solution offers the best mix of risk-management, scalability, cost efficiency and business agility. With Spoken ConversationCenter for Avaya, you get the best of all worlds—the Avaya you know, only far better, truly cloud-enabled and at a cost you'll love.

Spoken ConversationCenter



Key Advantages of Spoken ConversationCenter for Avaya

There's a good reason so many of the world's major outsourcers choose Spoken as their cloud solution for Avaya. We're the only solution that can combine the familiar Avaya ACD with rich contact center capabilities, comprehensive analytics, and powerful agent quality tools, all served from a reliable, highly secure cloud. The benefits you get from a Spoken implementation enhance virtually every aspect of contact center performance, customer satisfaction, and cost control.

Move to the cloud with minimal risk and no disruption. Take Avaya to the cloud with confidence and never miss a beat. Migrate at your own pace. Move call traffic to the Spoken cloud gradually or all at once. Spoken ConversationCenter is built to co-exist with Avaya. Our reporting and data mirror Avaya CMS, so your back end systems require no changes. Maintain full availability and functionality at all times throughout your migration.

Get an always-on contact center. The Spoken platform is designed and deployed to provide 99.99% availability through geographically distributed locations, networks, and servers. Spoken is architected with fully redundant, horizontally scalable nodes with automated replication processes in place to maintain data integrity across all nodes and locations. Data replication allows for real-time access to copies of data as well as ability to access data if there is a node failure. A globally unique ID on metadata ensures data integrity across Spoken.

Scale up and down on the fly. Ramp up to accommodate seasonal spikes at will and for minimal cost. Support tens of thousands of agents or just a few hundred. With Spoken, there's no need to store unused licenses for occasional peaks. Your volume is always covered and you never pay for unused capacity.

Expand your contact center capabilities. Bring the full power and versatility of Spoken ConversationCenter to Avaya. End-to-end call recording and screen capture. Real-time transcriptions. Enhanced onboarding, coaching, training, reporting and analytics capabilities. Intelligent Voice Response. Managed desktops for work-from-home agents. All in one unified solution. No patchwork, third party tools (or license fees) required.

Lower Your TCO by 30% or more. Transition to the cloud with no infrastructure expense and minimal operating costs. Replace your on-premise equipment with fully integrated Spoken ConversationCenter for Avaya at your own pace, while preserving skills and increasing your savings. Improve agent productivity, self-service containment and call outcomes with seamless access to our advanced Spoken IVR.

"We chose Spoken because of the platform's exceptional ability to scale for spikes in capacity. The ability to easily double or even triple a client's agent workforce on a daily, weekly or monthly basis is hugely beneficial and highly efficient."

Martin Ingram, Arise CIO



True Cloud-First Solution

Spoken is built for the cloud from the ground up. You can access all of its features with no additional hardware or software. With Spoken, you get all the security, reliability, scalability and agility of a true cloud platform with none of the configuration headaches, deployment delays and risk of other cloud ACD solutions that are based on the same dated architectures as on-premise solutions.

Spoken Solution Key Features

Spoken ConversationCenter for Avaya provides everything you need to support the requirements of even the most far-flung contact center operations.

Full Avaya-based services. Spoken supports all standard Avaya Elite ACD features, including skill based routing, enhanced transfer and conference, and CMS Supervisor.

Multi-tenancy for greater flexibility. The Spoken Platform provides native multi-tenancy. No special software or code rewriting required. Simplify billing for each client.

100% browser-based. Spoken ConversationCenter for Avaya runs from any browser and requires zero download for your agents and IT department. Our solution also comes with a built-in web phone giving you more options for how your agents can take calls.

Enhanced security. The Spoken platform is designed from the outset to operate with heightened security in the shared infrastructure of the public cloud. Our safeguards come baked in, not added on. End-to-end encryption of all communications regardless of channel and including data in motion and at rest, full PCI and HIPAA compliance, dual factor authentication and secure desktop technology are just a few of the many security measures you get with our platform.

Deployment flexibility. Transition to the cloud faster with a choice of deployment options. Whether you start with only a few agents, a single location, or your complete operation Spoken has you covered.

Usage-based pricing. Reduce costs by deploying to distributed locations and home-based agents without location-based licensing fees or extra equipment.

The Full Power of Spoken ConversationCenter

In addition to Avaya ACD, you can extend your capabilities with cloud-powered Spoken features including:

Call Recording. Say good-bye to third-party call recording fees. Our true cloud-based dual-channel recording captures customer contacts in their entirety, including the initial IVR experience, hold time, customer-agent interactions and any subsequent transfers and conferences.

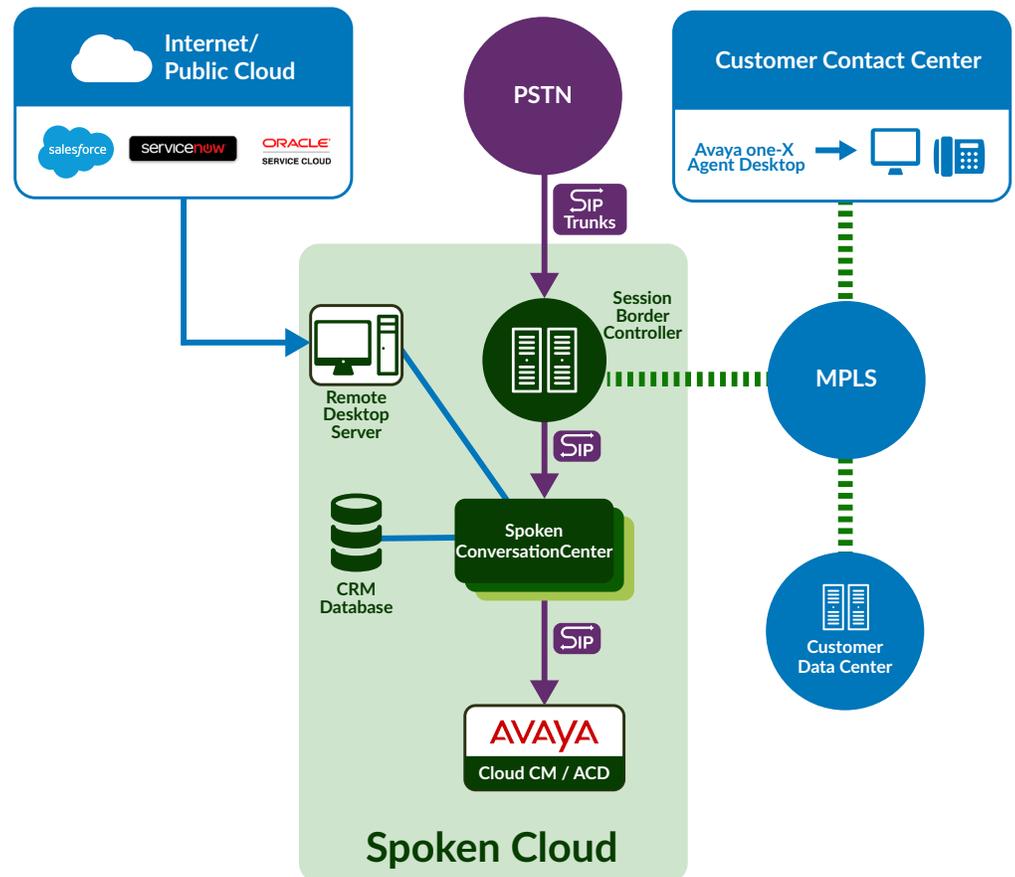
Intelligent Voice Response (IVR). Uncommonly accurate DTMF and speech-based IVR with patented technology that greatly improves containment rates and reduces opt-outs to enhance customer satisfaction and increase contact center productivity.

Speech Analytics. Analyze digital conversations, including voice, as never before using TrueMeaning, our patented real-time digital voice channel. Encompasses agent and caller verification, automated agent-enunciation and listening-comprehension scoring, real-time omnichannel call transcription, automated QA scoring and more.

Workforce Optimization. Gain a unified agent experience with Spoken AgentCenter and customizable CTI. All the tools agents need to be effective right at their fingertips available when they need them and out of the way when they don't.

Performance Management and Reporting. Elevate agent performance with advanced real-time call monitoring, coaching, training, "whisper and barge" capabilities and a unified supervisor experience. Easily create a broad range of reports, including Agent Summary, Client Summary, Call Disposition, DN Summary, Skill Summary, Agent Detail and more.

Post-Call Surveys. Available anywhere in the call flow. Configurable as caller opt-in or agent-prompted. Supports DTMF or speech.



Spoken ConversationCenter for Avaya supercharges the Avaya EMC capabilities you know with TrueMeaning Real Time Digital Voice, powerful AI, and rich Workforce Automation, delivered with the reliability and cost-efficiency of the cloud.

Put Spoken to Work in Your Business Scenario

- **Burst** into the Spoken cloud when you need additional capacity for your on-premise Avaya configuration for seasonal and campaign spikes.
- **Migrate** to the Spoken cloud and eliminate CapEx while keeping your familiar Avaya-style reporting.
- **Extend** your capacity to support remote offices and work-at-home agents by onboarding them rapidly on Spoken ConversationCenter.



Learn more!

For more information, or to arrange a demonstration:

www.spoken.com | +1 206.428.6044

About Spoken

We are a technology innovator who provides a cost-effective, secure and high availability call center cloud platform that serves Fortune 100 companies and more than half of the world's major outsourcers. Spoken was founded in 2005 to put the soul back into the voice experience so that it is the most refreshing channel for business conversations. Pursuit of this vision has resulted in Spoken ConversationCenter, the first conversation-centric solution for the contact center.

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