



ConvergeOne

LEVERAGING BREEZE, OCEANA + OCEANALYTICS

For a Modern and Relevant Customer
Experience

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WELCOME!

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THANK YOU FOR JOINING US!

CONVERGEONE WEBINAR SERIES



- > Thursday, August 10
 - > Avaya Breeze: Empower Your Business with an Application Sequenced UC Experience
- > Today
 - > Leveraging Breeze, Oceana and Oceanalytics for a Modern and Relevant Customer Experience
- > Thursday, August 24, 4:00pm Eastern Time
 - > Avaya Engagement Designer: Tying It All Together with Use Cases



TODAY'S PRESENTER

Collin McBride

Contact Center Solution Architect

ConvergeOne

cmcbride@convergeone.com



TYPE IN YOUR QUESTIONS AT ANY TIME!

OCEANA & BREEZE

Delivering a Connected Customer Experience

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CUSTOMER EXPERIENCE



DIGITAL TRANSFORMATION / OMNICHANNEL

- > What is “Digital Transformation”
- > What is the difference between MultiChannel and OmniChannel?
- > What does MultiModal mean?



POLL 1

- > What channels are being used in your contact centers today?
 - > Inbound voice
 - > Outbound voice (predictive or preview dialing)
 - > Email
 - > Chat
 - > SMS / Text Messaging
 - > Social Media



POLL 2

- > What is the primary channel your customers use today?
 - > Inbound voice
 - > Outbound voice (predictive or preview dialing)
 - > Email
 - > Chat
 - > SMS / Text Messaging
 - > Social Media



DIGITAL TRANSFORMATION TRENDS

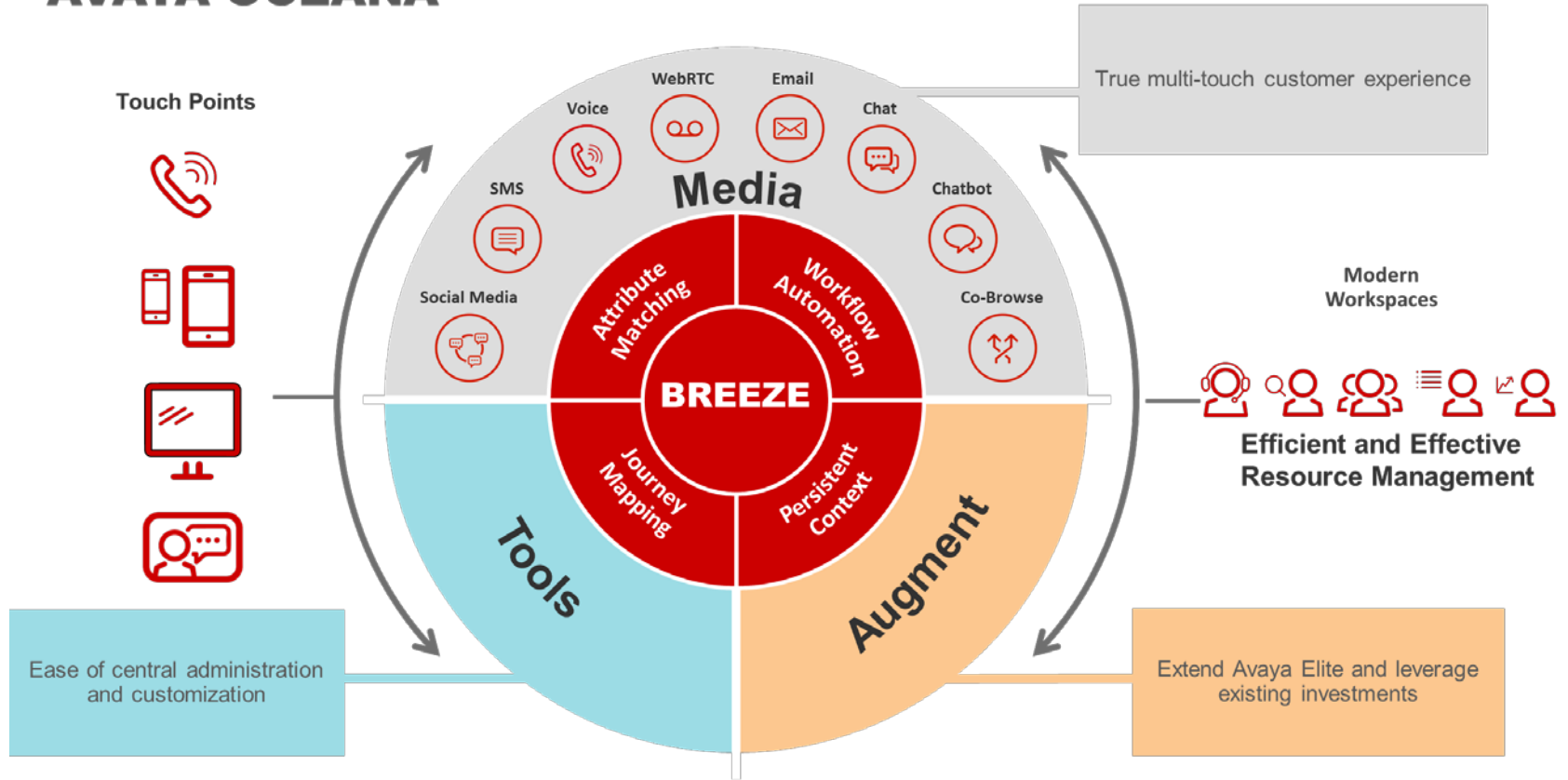


Channel	Video	SMS / Text	Fax	Social Media	Web Chat	Email	Voice	Mobile Apps
Current 2017	1%	2%	2%	4%	6%	18%	64%	+61% growth ¹
Future 2019	2%	<u>6%</u>	1%	<u>9%</u>	<u>16%</u>	16%	<u>47%</u>	

Source(s) – Deloitte, Global Contact Center Survey, 2017; 1 – Dimension Data, Global Contact Center Benchmarking Report, 2016



AVAYA OCEANA™



KEY COMPONENTS OF OCEANA

- > Session / System Manager
- > Breeze
 - > Work Assignment Engine
 - > Engagement Designer
 - > Oceana
 - > Oceanalytics
 - > Workspaces or 3rd Party Desktop
 - > Context Store
- > Control Manager
- > Workforce Optimization (WFO)
- > Experience Portal (AEP)
- > Contact Center Elite



OCEANA WORKSPACES

Avaya Oceana™ Workspaces

Name or number

Bob Hope

Mary Foley 3:51

+35391733007

Customer Details

Mary Foley

Date of Birth 29/10/1977

Address 123 Wellpark Drive
Wellpark
Galway
Ireland

Phone +35391733007

Email mfoley@xyz.com

Interaction Details

Work Request ID Support_1

Originating ID 35391733007

Destination ID 733007

Channel Type Voice

Prompted Digits 1866559252-1-5-2

Customer History

Date	Time	Media	Number / Address	Agent	Last Topic
06/02/2016	09:30	📞	+16135551054	Bob Hope (Me)	Support
This is a snippet of the notes the agent has entered related to this interaction to provide some context for the...					
06/01/2016	15:22	💬	dinesandana@compug...	Bob Hope (Me)	Sales Query
This is a snippet of the notes the agent has entered related to this interaction to provide some context for the...					
05/30/2016	14:44	💬	dinesandana@compug...	Vicky Lam	Sales Query

Available Experts

Josh Hayes Available

Naomi Pearson Available

George MacDonald Do not disturb

AVAYA

Agent ID: 733077
Station ID: 1107

Ready



CUSTOMER JOURNEY

Avaya Oceana™ Workspaces

Name or number

Bob Hope

Julia Lim 01:21

Wireless > Support

"it is telling me that my account is..."

JL Julia Lim

Customer-Address 1239 Somerville Ave
Ottawa ON
K2K 2K2
Canada

Customer-Phone +16135559651

Customer-Email jlim@compuglobal.com

Last-Sentiment Fair

My_Interaction 2 Email, 1 Voice

Customer Journey

The Customer Journey diagram shows a sequence of interactions over time. The x-axis represents dates from April 21 to April 28, 2016. The y-axis lists interaction channels: Web, Survey, Email, S.Serv., and Voice. The journey starts on Apr 21 with a Web interaction. On Apr 22, there is a Voice interaction. On Apr 23, there are two Web interactions. On Apr 24, there is a Web interaction. On Apr 25, there is a Survey interaction. On Apr 26, there are two Email interactions. On Apr 27, there are two S.Serv. interactions. On Apr 28, there is a final Web interaction.

AVAYA

Agent ID: 733077
Station ID: 1107

Ready



GETTING STARTED WITH OCEANA

> **ConvergeOne NAM**

- > Contact your ConvergeOne National Account Manager (NAM) to discuss how Oceana can help you transform your customer experience

> **ConvergeOne Web Site**

- > Check out ConvergeOne's Oceana and Breeze videos on our web site at <https://convergeone.com/about/video-stories/>

> **Oceana Now Plus Promotion**



OCEANA NOW PLUS OFFER OVERVIEW

Avaya Oceana 3.3 capabilities include:

- > **Channels:** Web Chat, SMS, Email, Voice (Elite Adjunct Route)
- > **Number of Agents:** Maximum of 100
- > **Deployment Options:** VMWare environment , AWS Cloud (both customer provided) or PodFx (separate quote)

Workforce Optimization Select – Standard Edition inclusive of:

- > Call Recording
- > Live Monitoring of Voice and Screens
- > Agent Desktop Screen Capture

1 year of Avaya provided Support Services:

- > Support Advantage
- > Upgrade Advantage

Professional Services included:

- > Deployment services
- > Limited set of integration and customization services

Offer available
August 1 - September 30



Q&A

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SEE YOU NEXT WEEK!



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 - > Avaya Engagement Designer: Tying It All Together with Use Cases

VISIT <https://convergeone.com/partners/avaya> TO REGISTER



THANK YOU

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