



## This document covers the following areas:

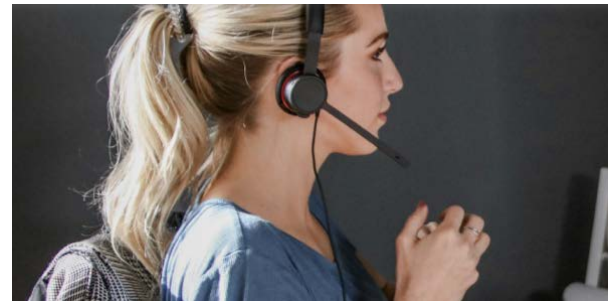
- Contact Center Remote Agent
- Collaboration for Education and Non-profit

As worldwide concern over COVID-19 (coronavirus) continues to grow, Avaya's global team continues to put our experience to work in finding ways to help. We are offering help for our clients around the world who are challenged with maintaining high levels of customer service while they make moves to keep employees safe in the face of this global health challenge.

Organizations and their customers depend on unified communication solutions and contact centers that stay up and running to deliver great experiences, even while their workforce may need to work remotely. We are introducing special offers that empower remote workers. Avaya has also taken action to provide free offers of our Avaya Spaces collaboration app to education institutions including colleges and universities along with non-profit organizations worldwide.

## AVAYA CONTACT CENTER SOLUTIONS

Avaya has prepared a number of special offers for Avaya contact center solutions that empower remote agents. These solutions are designed to help address the health and safety concerns for contact center agents while keeping the business up and running. These offers span multiple Avaya contact center platforms in use by our customers and feature a 90-day complimentary access license through August 31. This is limited to existing office-based agents who transition to work from home for the 90-day access period.



Avaya Contact Center Platform	Avaya Remote Agent Application
Avaya Call Center Elite	Avaya Agent for Desktop or Avaya one-X Agent
Avaya Oceana™	Avaya Agent for Desktop
Avaya Aura® Contact Center	Avaya Agent Desktop with one-X Communicator
Avaya Contact Center Select	Avaya Agent Desktop with Communicator

## AVAYA SOLUTIONS FOR EDUCATION AND NON-PROFIT SECTORS



Given the immediate needs in the education and non-profit sectors to maintain continuity and keep students, volunteers, and employees engaged, Avaya is taking action to help these organizations.

To address this need, Avaya is providing the business version of Avaya Spaces at no charge to eligible educational and nonprofit organizations through August 31. This complimentary Avaya Spaces offer provides users with voice and video conferencing for up to 200 participants.

Avaya Spaces is a cloud-based team collaboration and meeting app with messaging, audio and video conferencing, file sharing, and more in an easy to use application that you can access from anywhere. Use it on your laptop at work, your tablet at home, or your phone on-the-go. Designed for teams that need an effective way to enable communications, manage tasks, and be more productive without being overwhelmed by email, Avaya Spaces provides the right balance of features and simplicity.

As part of these offers, we will include the technical requirements of the home environment. We will also be announcing shortly a Global COVID-19 Helpdesk for customers who are looking for 24x7 technical support or guidance on their remote configurations and setups.

### GET STARTED TODAY

At ConvergeOne, we don't shy away from tough challenges. We are prepared to serve as your trusted advisor in ways we may not have before. These include free solutions that quickly enable you and your teams to stay connected from wherever you are. Get started on this special offer by visiting [convergeone.com/emergency-response-offers](https://convergeone.com/emergency-response-offers).