



## ConvergeOne + Avaya Deliver Cloud Solutions for COVID-19

COVID-19 has brought a critical need for Virtual School which has caused an increase of contact center calls from students and parents with questions. Avaya CPaaS is equipped to provide consistency and calm in this time of change. Avaya CPaaS, when combined with Google Cloud, provides answers for contact center professionals as well as the customers they are tasked with assisting. Faster answers for your customers in crisis is an experience that matters. What's more, resolving your high-volume contact center inquiries faster frees up your staff to focus on higher-priority activity.

Four immediate benefits of Avaya CPaaS when combined with Google Cloud:

### 1. Get Started In Minutes or Hours, Not Days

While organizations are scrambling to find ways for employees to work remotely, CPaaS has immediate answers. It can be deployed over the top of any platform, deploys immediately with no hardware installation time required, and because it is a cloud-based solution it scales up and down easily.

### 2. Give the Most Up-to-Date Information

When it comes to information during a crisis, the last thing customers want is to be passed around from agent to agent only to get outdated information. CPaaS enables agents to provide up-to-the-minute information for simple questions, while allowing more bandwidth for call and chat flow for pressing matters. Intuitive AI allows agents to find the right answer fast which frees them up to help ease more customer's minds.

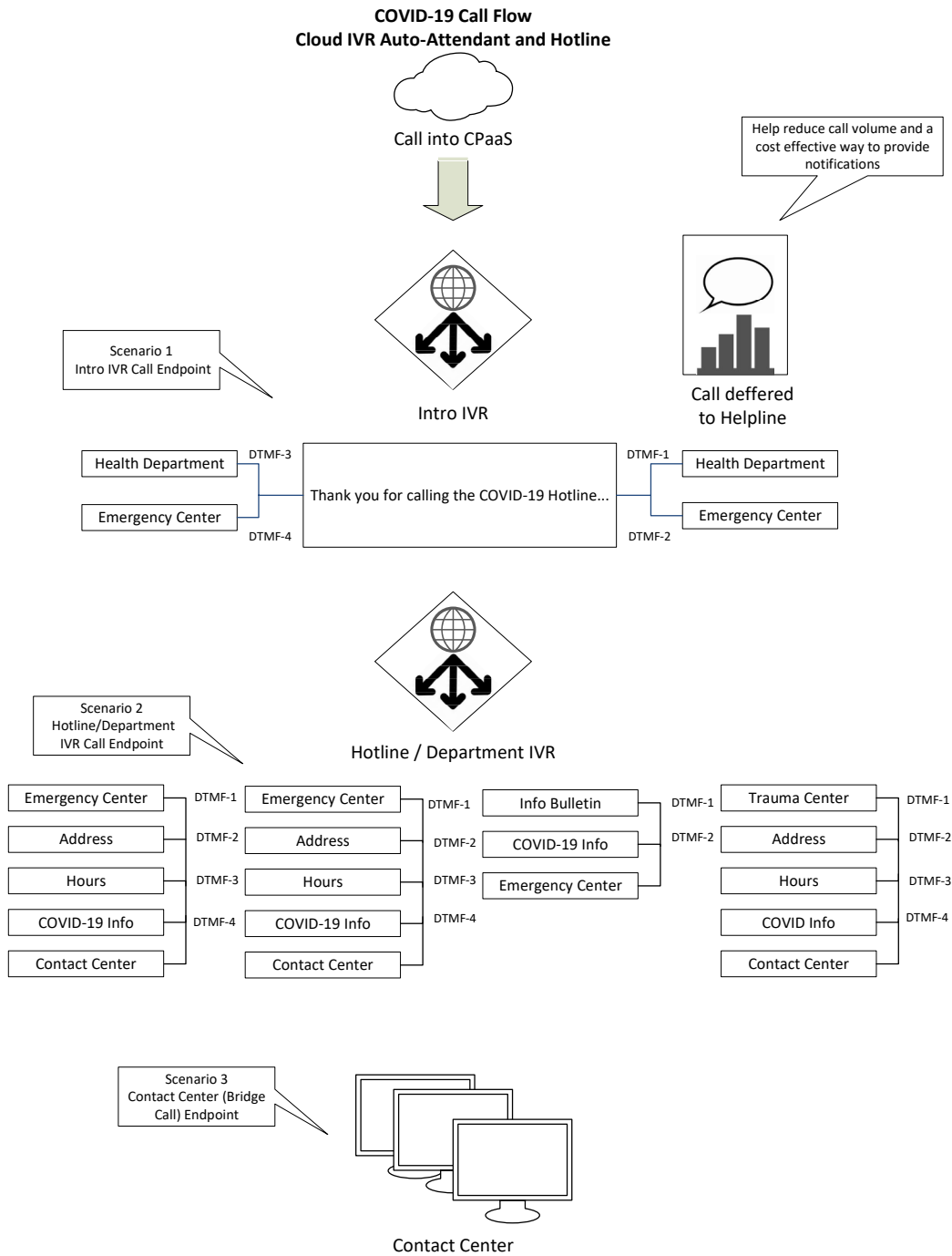
### 3. Spread Information Faster and More Broadly

Information is rapidly evolving from hour to hour. CPaaS helps disseminate information to large groups instantly. Mass event notification services allow Education and Healthcare organizations to send out important ongoing information to large audiences.

### 4. Easily Scale Up Hotline Services for High Volume

Cloud hotline service can help front-end any burdened call center and provide critical information 24/7 and route urgent callers to relevant call centers. For example, Avaya recently helped the Winnipeg Regional Health Authority and Shared Health Manitoba leverage our CPaaS solutions to quickly ramp up their ability to respond to huge increases in call center volume.

In addition, The Avaya global carrier network is turning up toll-free numbers with virtual agent services to answer calls and provide real-time information.



## 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).