



ConvergeOne

# AVAYA ENGAGEMENT DESIGNER

Tying It All Together With Use Cases

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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

### > Thursday, August 17

- > Leveraging Breeze, Oceana and Oceanalytics for a Modern and Relevant Customer Experience

### > Today

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



# CONVERGEONE REGIONAL CTO

**Mike Wiland**

Chief Technology Officer,

Western Region

ConvergeOne

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*TYPE IN YOUR QUESTIONS AT ANY TIME!*

# TODAY'S PRESENTERS

Brent Bailey

Emerging Technologies Lead

[bbailey@convergeone.com](mailto:bbailey@convergeone.com)



Jeff Glau

Senior Consultant, Advanced Services

[jglau@convergeone.com](mailto:jglau@convergeone.com)



***TYPE IN YOUR QUESTIONS AT ANY TIME!***



# AVAYA ENGAGEMENT DESIGNER

ConvergeOne Advanced Services

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# MISSION, VISION + VALUES

## IT IS WHO WE ARE

### **CUSTOMER DRIVEN**

We are driven to understand customers' challenges and build the right solution to help further their business.

### **START WITH YES**

We always jump into tasks and projects with zest, optimism and a can-do attitude. Working as a single team, we break down silos and any other barriers to success as we strive to do what's right for each other and the customer.

### **DECIDE LOCALLY**

We empower our employees to think like entrepreneurs and make local decisions that help customers win.

### **REACH FORWARD**

We are shaping the future with cutting-edge solutions — and helping customers keep pace with changing trends and consumer preferences.

### **DO RIGHT**

We are unrelenting problem solvers who do whatever it takes to follow through on commitments.

## MISSION

To create innovative solutions that give customers the experience they deserve.

## VISION

We are One.

We are driven to solve and innovate, to share ideas, experiences, and knowledge, and to empower every individual to do their very best. We think, work, and act as a team. We will be the leading industry provider of technology and solutions. Because the whole is greater than the sum of its parts, we will achieve this, together, as One.

We are One.





# PRESENTATION AGENDA

## Schedule

- > Breeze Overview
- > Breeze Architecture
- > Engagement Designer Snap In
- > Engagement Designer Use Cases and Demo
- > Q&A



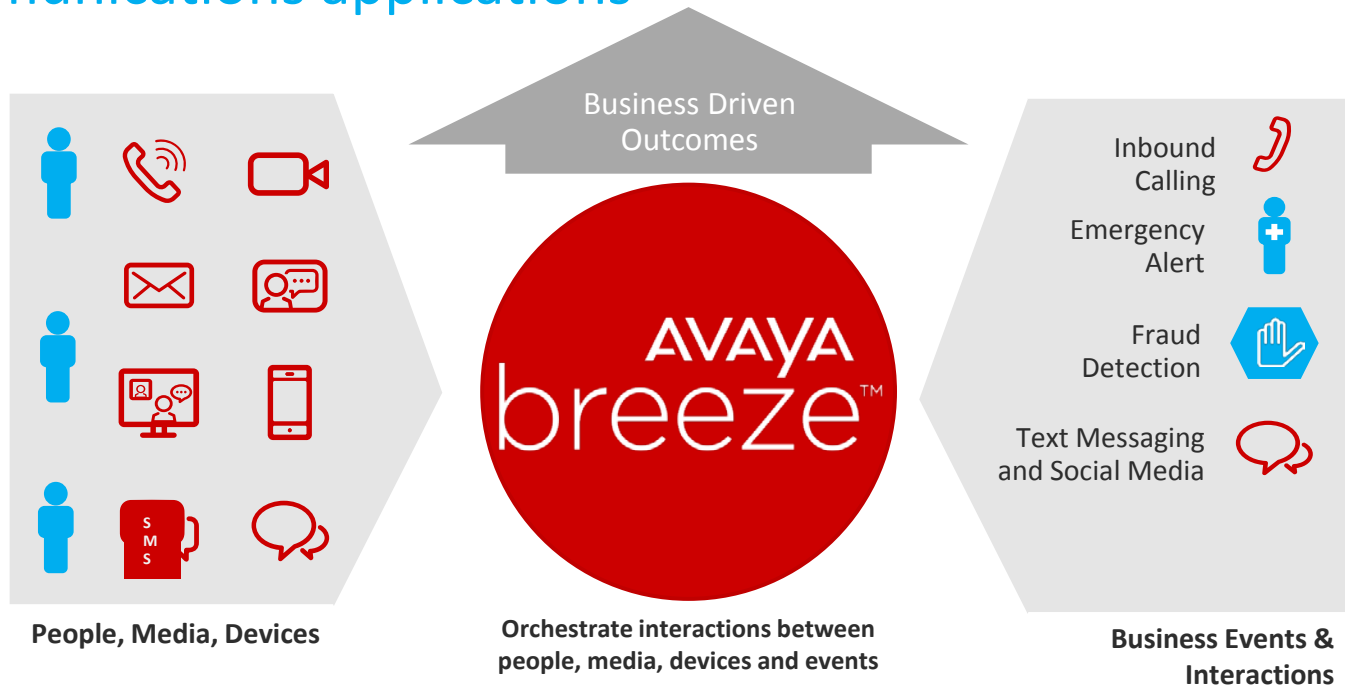
# BREEZE OVERVIEW

What is Avaya Breeze?

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# WHAT IS BREEZE?

Application platform for building event driven, real-time communications applications

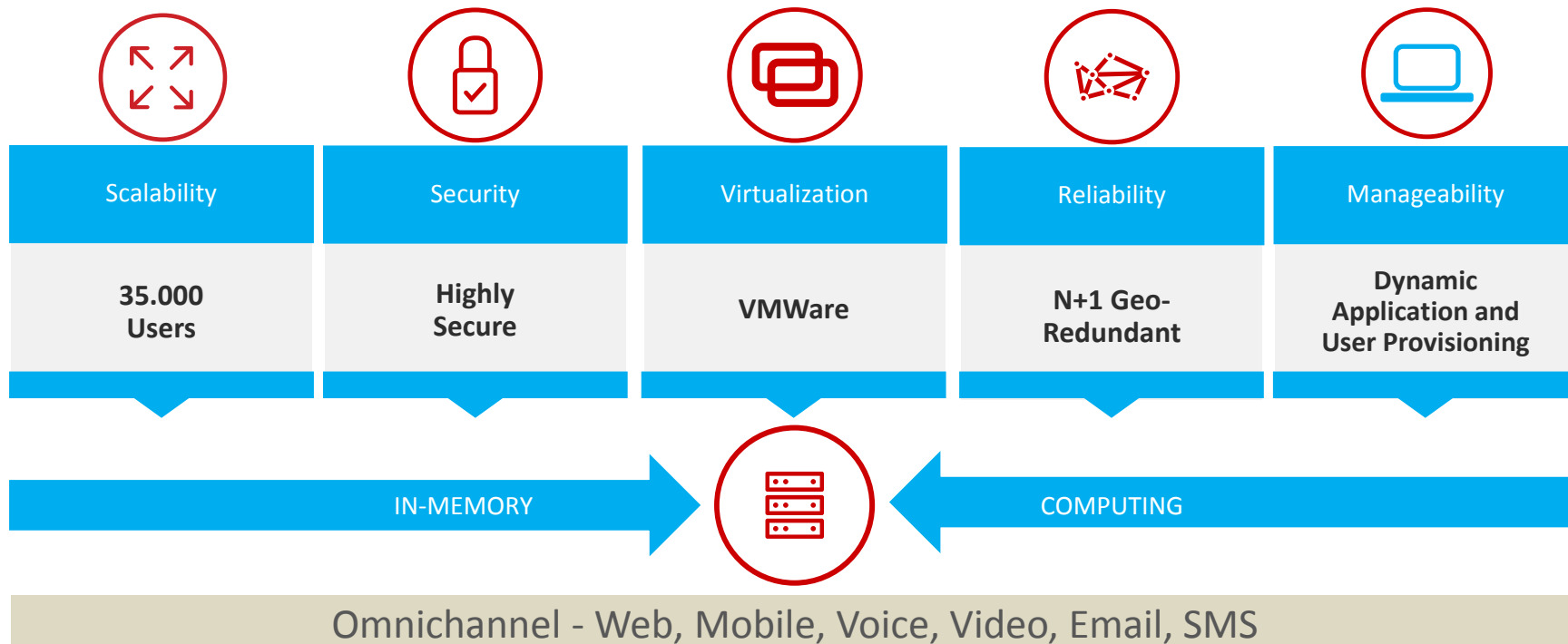


# BREEZE ARCHITECTURE

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# SINGLE COMMON APPLICATION PLATFORM

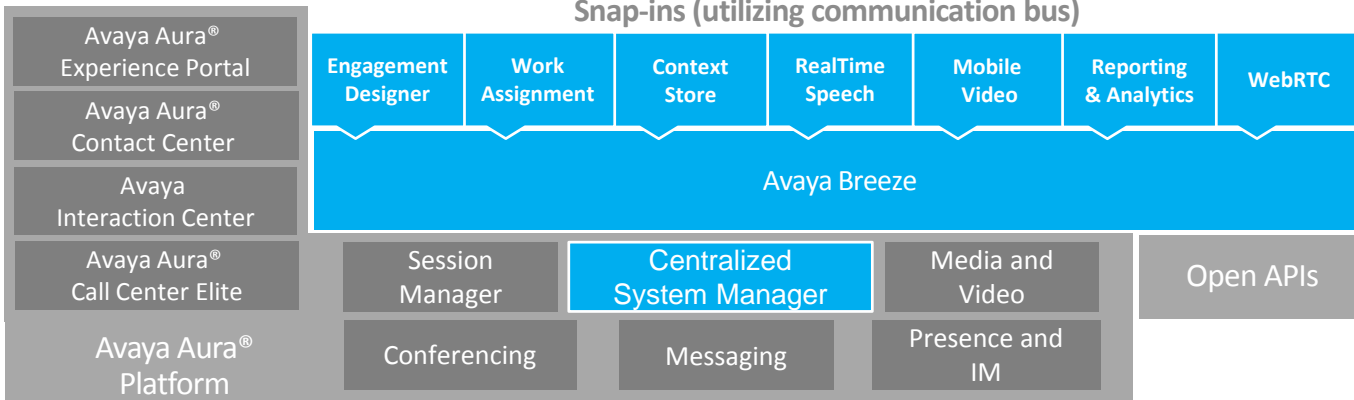
## SIMPLE, CONSISTENT, EASY



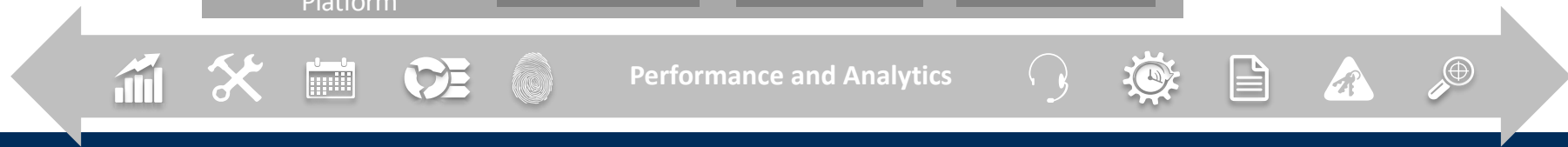
# AVAYA BREEZE: PLATFORM FOR RAPID INNOVATION



CUSTOMERS



ENTERPRISE





# SNAP-IN BASED APPROACH

## What is a Snap-In?

- > Applications, connectors, modular, reusable developer code built for Avaya Breeze
- > From fit for purpose “out of the box” apps to connectors to cloud services and more
- > Create or integrate new capabilities into processes and apps
- > Reuse connectors, applications, and developer code across apps
- > Deploy and use only what you need
- > Standardize business process best practices



**MODULAR  
SOLUTIONS**

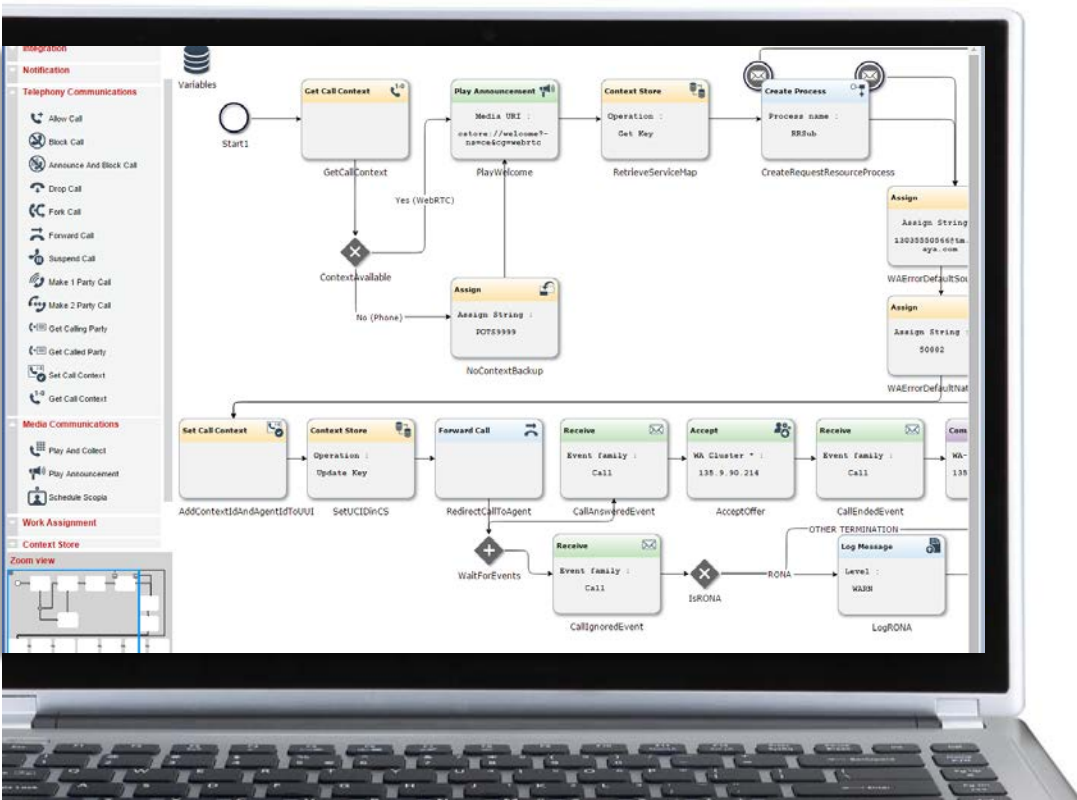
# ENGAGEMENT DESIGNER

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# AVAYA ENGAGEMENT DESIGNER



## Browser based visual designer for process flow design and automation

- ▶ Quickly create applications with minimal Java or communications expertise
- ▶ Create your own task types and dynamically incorporate them into the palette
- ▶ Extensive, customizable palette to tailor and customize workflows
- ▶ Store workflows in data grid for long running transactions (weeks, months)

**Simplify creation and control over processes and customer journeys**





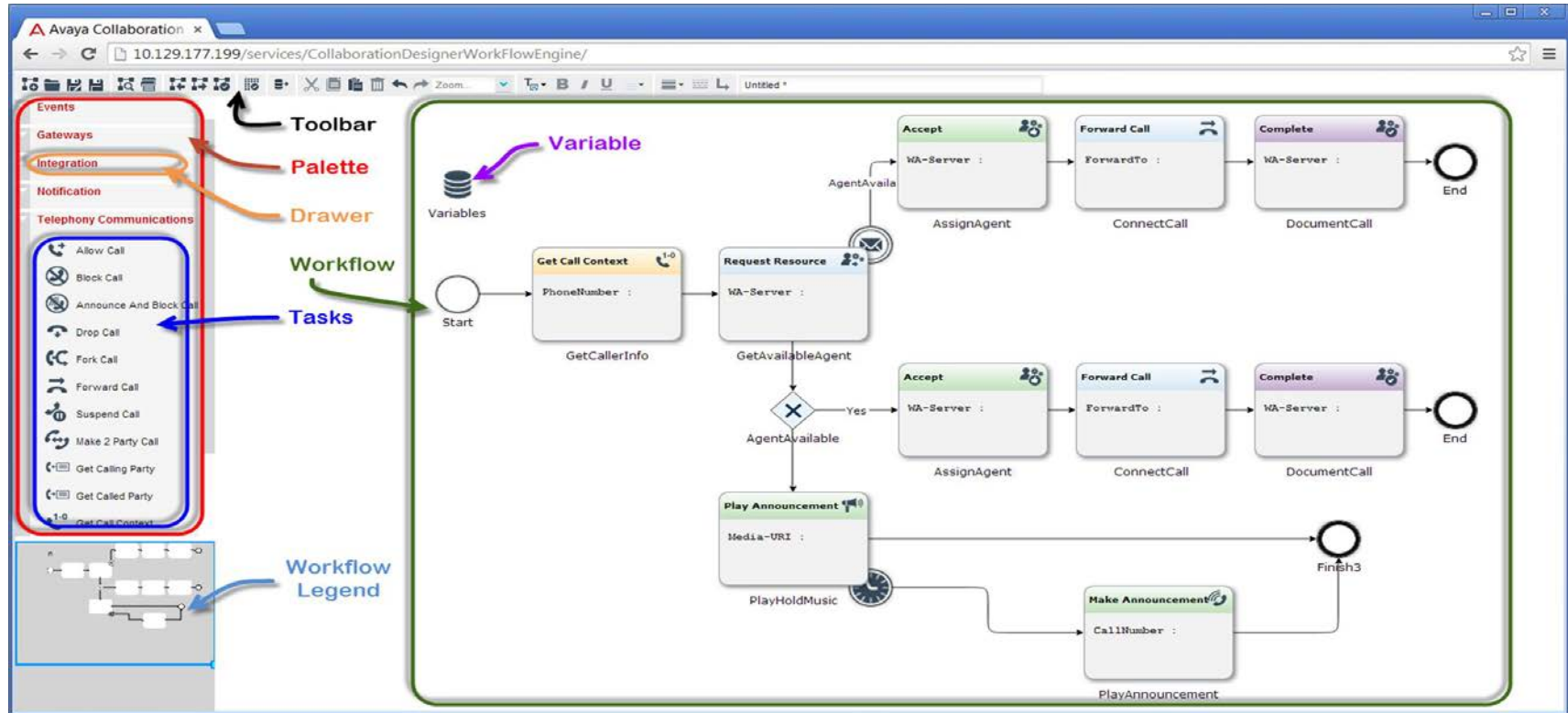
# ENGAGEMENT DESIGNER HIGHLIGHTS

- > Web Based Drag and Drop Editor for Process Flows
  - > BPMN 2.0 Standards Based
- > Extensible
  - > Custom Tasks/Blocks can be developed
  - > Multichannel Events (Email/Voice/SMS/etc) capable
  - > Non-contact Events (HTTP/Rest/ODBC/DB/etc) capable
- > Powerful Out of the Box
  - > Built in integrations/tasks for Context Store, Work Assignment Engine, Database, Rest, etc.



# ENGAGEMENT DESIGNER LAYOUT

Powerful and Easy





# EXTENSIBLE PALETTE OF TASK TYPES

- > Most of the operations available through Java APIs are available via ED task types
- > Task types also exist for Context Store, Work Assignment, Real-time Speech, REST invocations, DB, etc.
- > New task types are dynamically deployable without an upgrade of the Breeze release
  - > These can be written by third-parties in addition to Avaya
  - > Several are available in the Snapp Store and DevConnect
  - > More under development now

# ENGAGEMENT DESIGNER DEBUGGING

Refresh

Workflow Name: McKessonUseCase  
Version: 13  
Instance ID: A1^1418967826753^342



Start

**Play And Collect**

Media URI / Text :  
Welcome to Avaya -  
Help Desk. Please...

PlayAndCollect1

**Read From DB**

DB Server profi...:  
1

GetCustomerType

**Announce And Block**

Media URI / Text :  
Sorry no customer-  
found.

AnnounceAndBlockCall1

ExclusiveGateway1

gold

silver

**Play Announcement**

PlayAn

**Play An**

PlayAnnouncement1

**Forward Call**

GoldCustomerServiceReps

Finish1

ConnectSilverCustomer

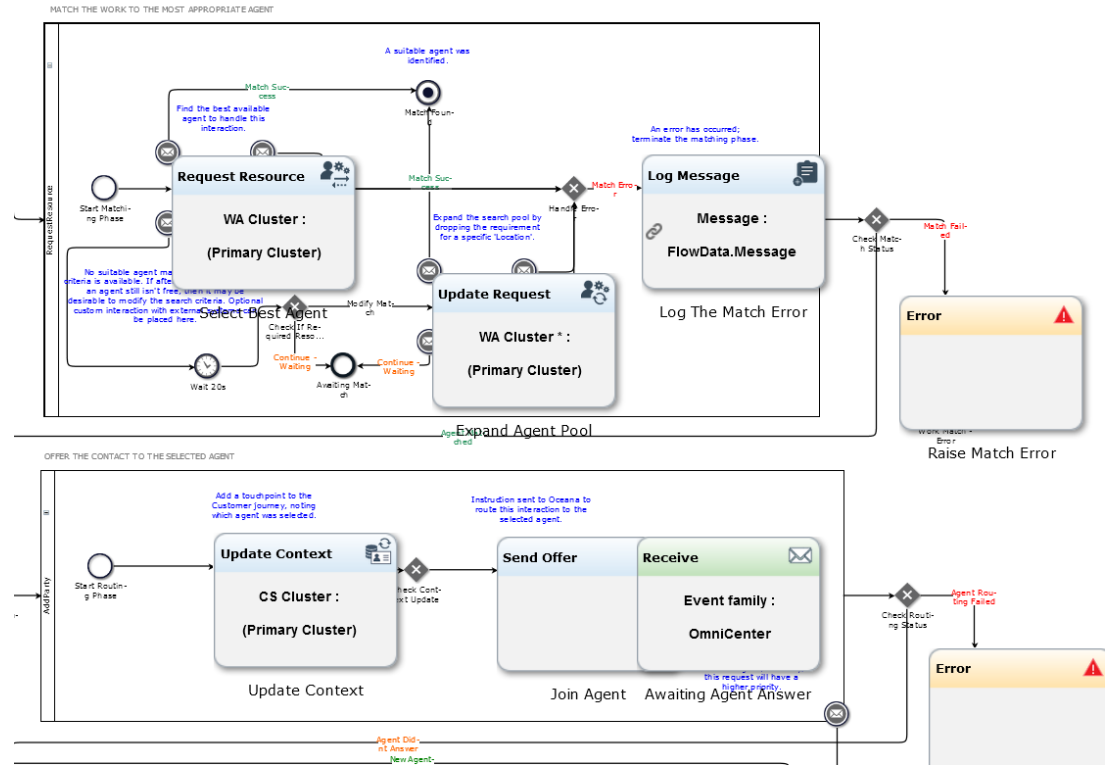
Finish2

PlayAnnouncement2 Details - Google Chrome

about:blank

Input	Output	Error Message
{'ucid':'00012001281421802373','mediauri':'Hi John. Welcome to gold customer service. Your business is very important to us. We will get a premier customer service agent to help you.'}	{'_sid_':'CollabDesigner-3.0.4.0.196-982d353fd7ec93d269a4436dea3fe88bad4c2bba0b6f948cddc11814dba693d','ucid':'00012001281421802373'}	none

# ENGAGEMENT DESIGNER WITH OCEANA



# TYING IT ALL TOGETHER

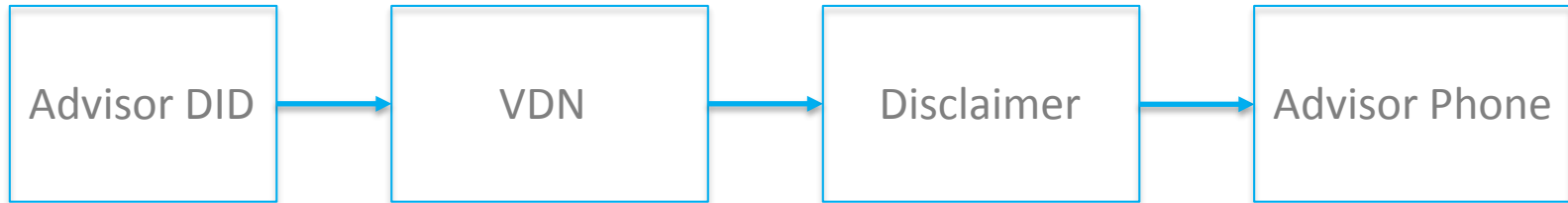
Use Cases and Demo

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# USE CASE 1

“I support a team of financial advisors and we need to record each call coming to their DID. How do we play the caller a disclaimer saying we’re recording their call?”

Solution using CM Only – Create a VDN/vector pair for **each** advisor.

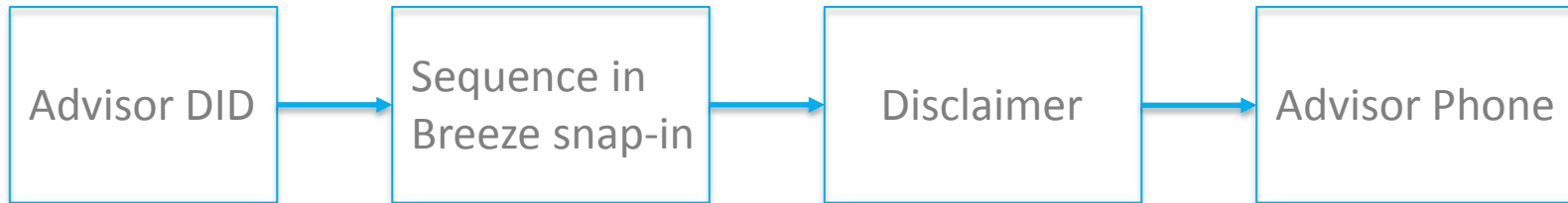




# USE CASE 1

“I support a team of financial advisors and we need to record each call coming to their DID. How do we play the caller a disclaimer saying we’re recording their call?”

Solution using Breeze with Engagement Designer – Create **1** work flow for all advisors using Avaya’s Application Sequencing.



# USE CASE 1

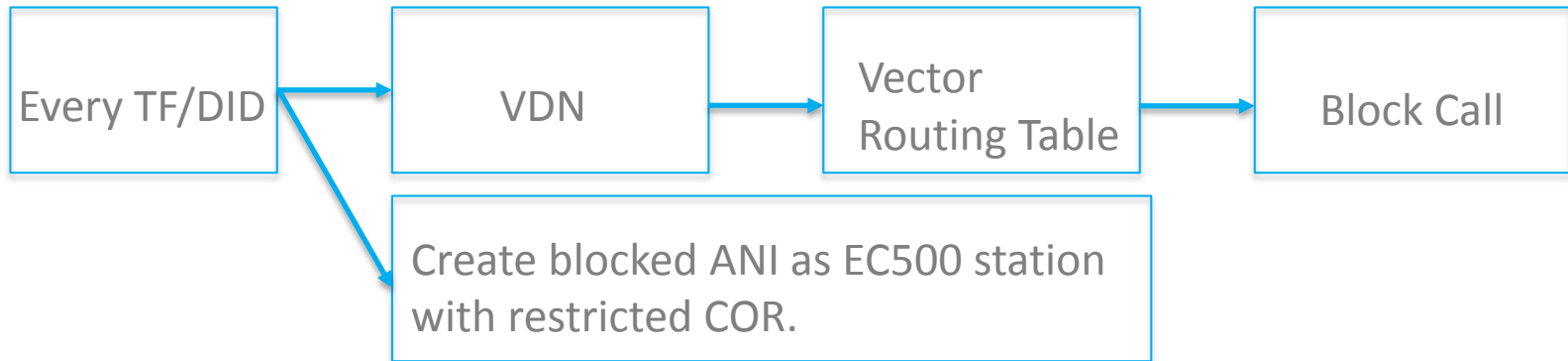
Demo Video



# USE CASE 2

“We keep getting unwanted calls. Is there a way to block them?”

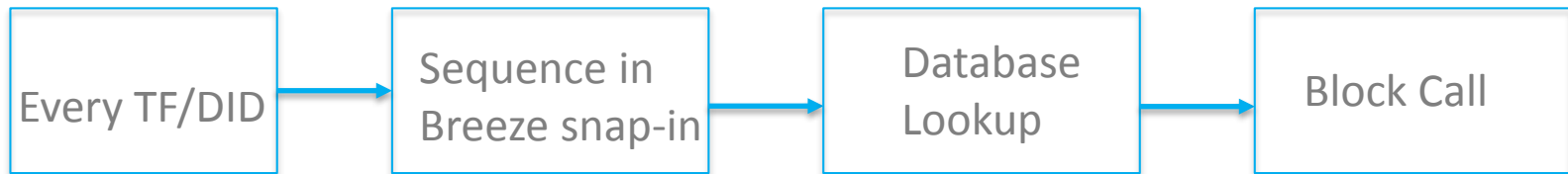
CM Only Solution – Use vector routing tables for numbers coming into a VDN. For DID numbers – create VDNs and use VRTs or a patchwork of EC500 and COR restrictions.



# USE CASE 2

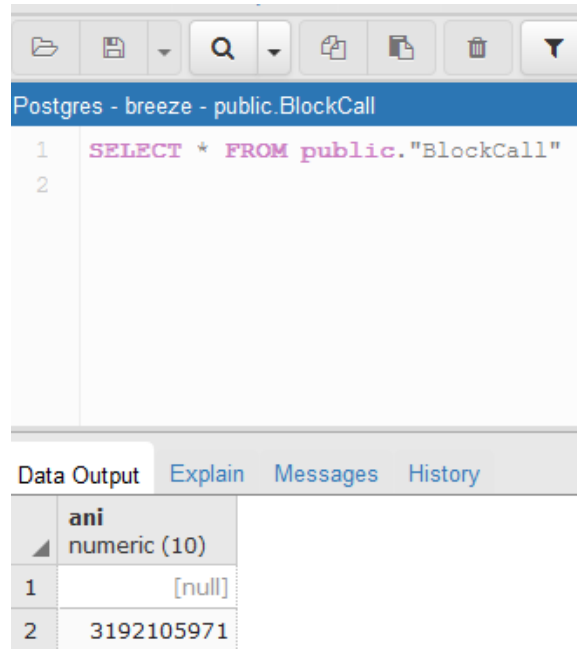
“We keep getting unwanted calls. Is there a way to block them?”

Breeze Solution – Using Avaya’s Application Sequencing, create 1 workflow and route all calls thru Breeze and search for blocked calls from a database lookup.



# USE CASE 2

“We keep getting unwanted calls. Is there a way to block them?”



The screenshot shows a PostgreSQL query editor window titled "Postgres - breeze - public.BlockCall". The query editor contains the following SQL statement:

```
1 SELECT * FROM public."BlockCall"  
2
```

Below the query editor, there are tabs for "Data Output", "Explain", "Messages", and "History". The "Data Output" tab is selected, showing the following table:

	ani
1	[null]
2	3192105971

# USE CASE 2

Demo Video



# USE CASE 3

“I want to follow up with my customers with an email or SMS after they call in. I would like to let them know about specific promotions or other modes of contact. I need to ensure the customer has not opted out of emails.”

CM Only Solution – Agent sends an email after the call.



# USE CASE 3

“I want to follow up with my customers with an email or SMS after they call in. I would like to let them know about specific promotions or other modes of contact. I need to ensure the customer has not opted out of emails.”

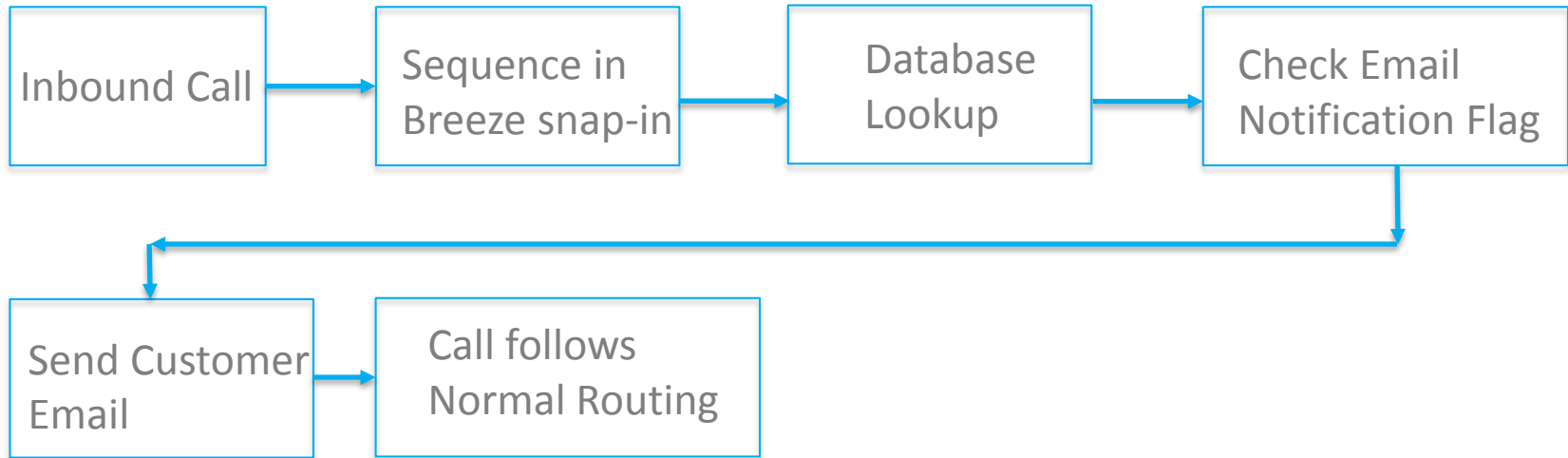
Breeze Solution - Using Avaya's Application Sequencing, do a database lookup using the ANI and retrieve the caller's email address and email notification status.



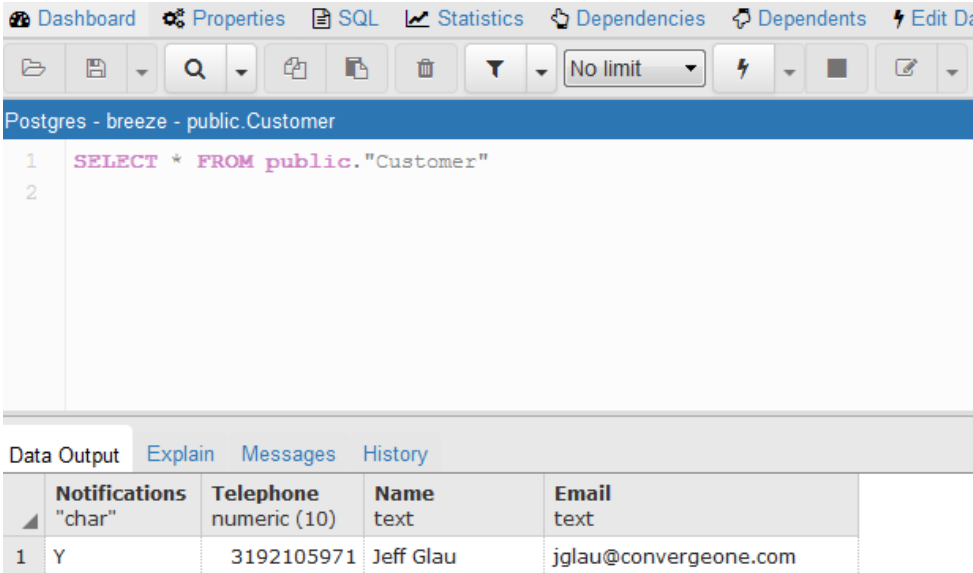


# USE CASE 3

“I want to follow up with my customers with an email or SMS after they call in. I would like to let them know about specific promotions or other modes of contact. I need to ensure the customer has not opted out of emails.”



# USE CASE 3



The screenshot shows a database management interface with a menu bar (Dashboard, Properties, SQL, Statistics, Dependencies, Dependents, Edit Da) and a toolbar. The main area displays a SQL query: `SELECT * FROM public."Customer"`. Below the query, the 'Data Output' tab is active, showing a table with the following data:

	Notifications "char"	Telephone numeric (10)	Name text	Email text
1	Y	3192105971	Jeff Glau	jglau@convergeone.com



# USE CASE 3

Demo Video



# Q&A

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