

**AVAYA**



# Nidal Abou Ltaif

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President, Avaya International

# Experiences that Matter

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Advocacy

Brand Confidence



Loyalty



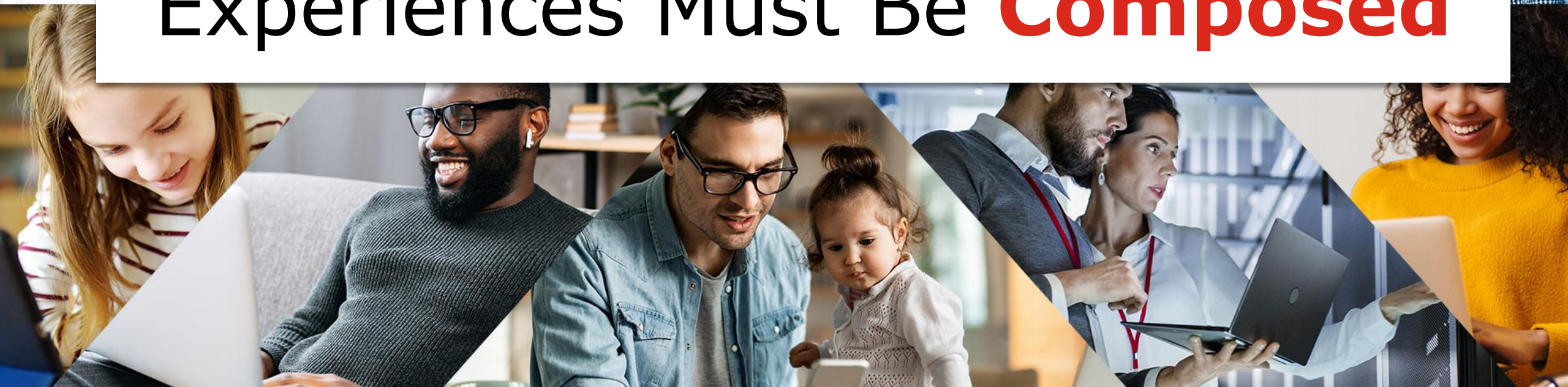


# The Everything Customer & Employee





# Experiences Must Be **Composed**





# DHL Supply Chain Business Expansion

The world's leading contract logistics provider  
leading contract logistics provider

Composed solution increases contact center  
workforce from **150** to **400** agents.

2021 - attrition rate hits record to manage  
workloads, low of **20%**



# Total Experience Requires Composable Platforms

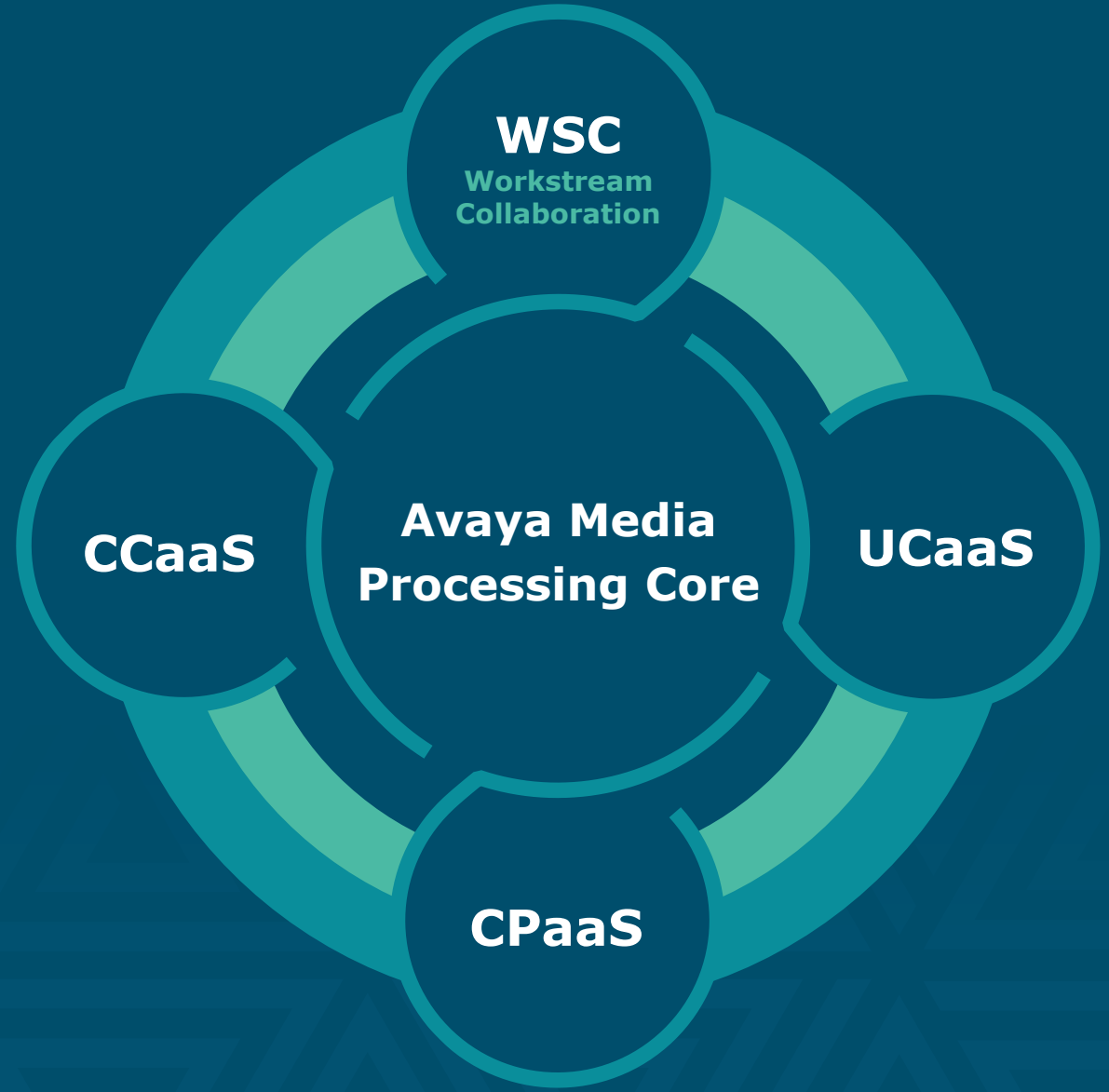


AGILITY

DIGITAL ACCELERATION

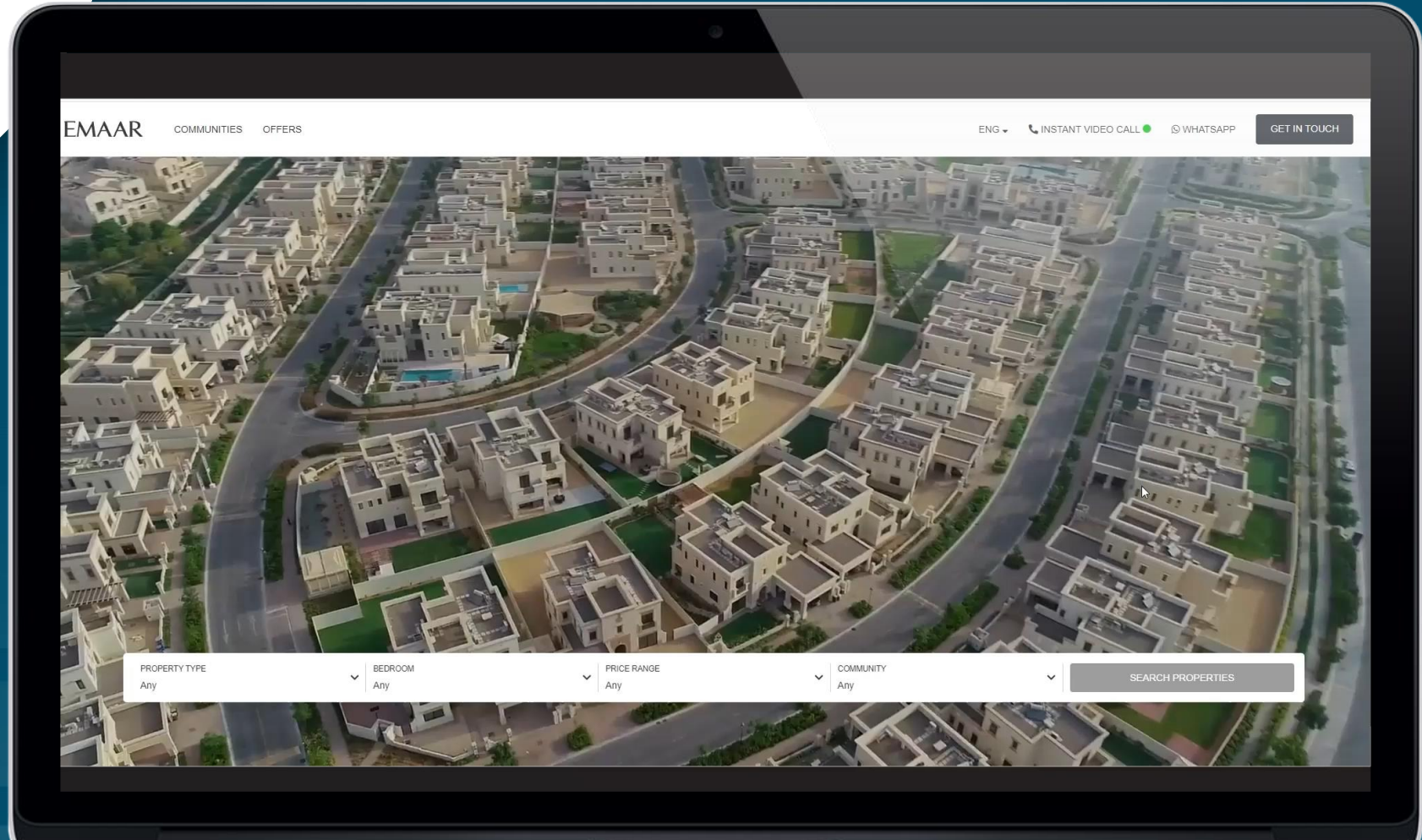


# AVAYA OneCloud™ Experience Platform



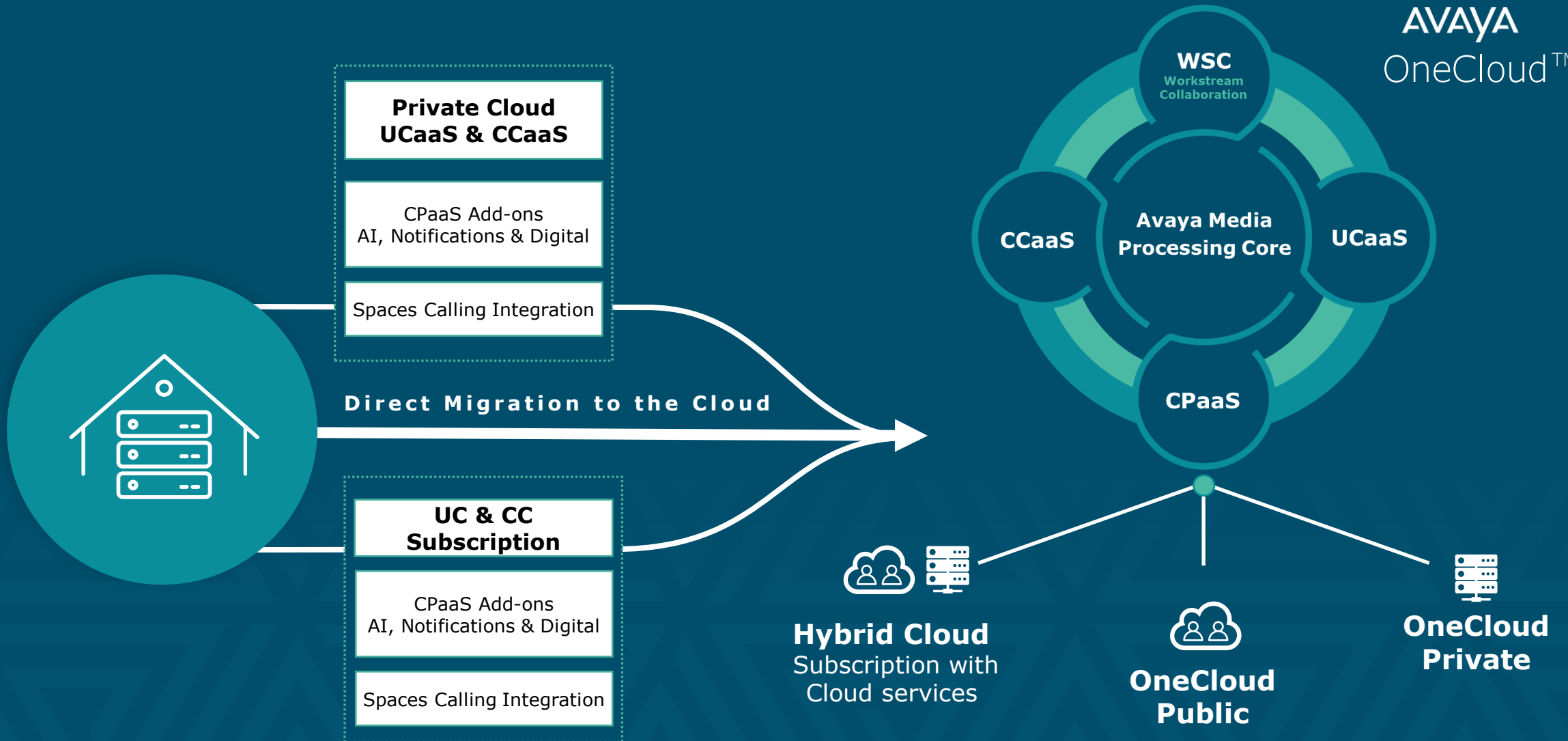
# EMAAR

# Composing Digital Real Estate Experiences



# Our Customers Are Taking The Journey

AVAYA  
OneCloud™



# The Power of Subscription



Simple Bundles,  
Rich Content



Software & Security  
Updates plus Support  
All Included



OPeX Model with  
User Flexibility

AVAYA  
OneCloud™

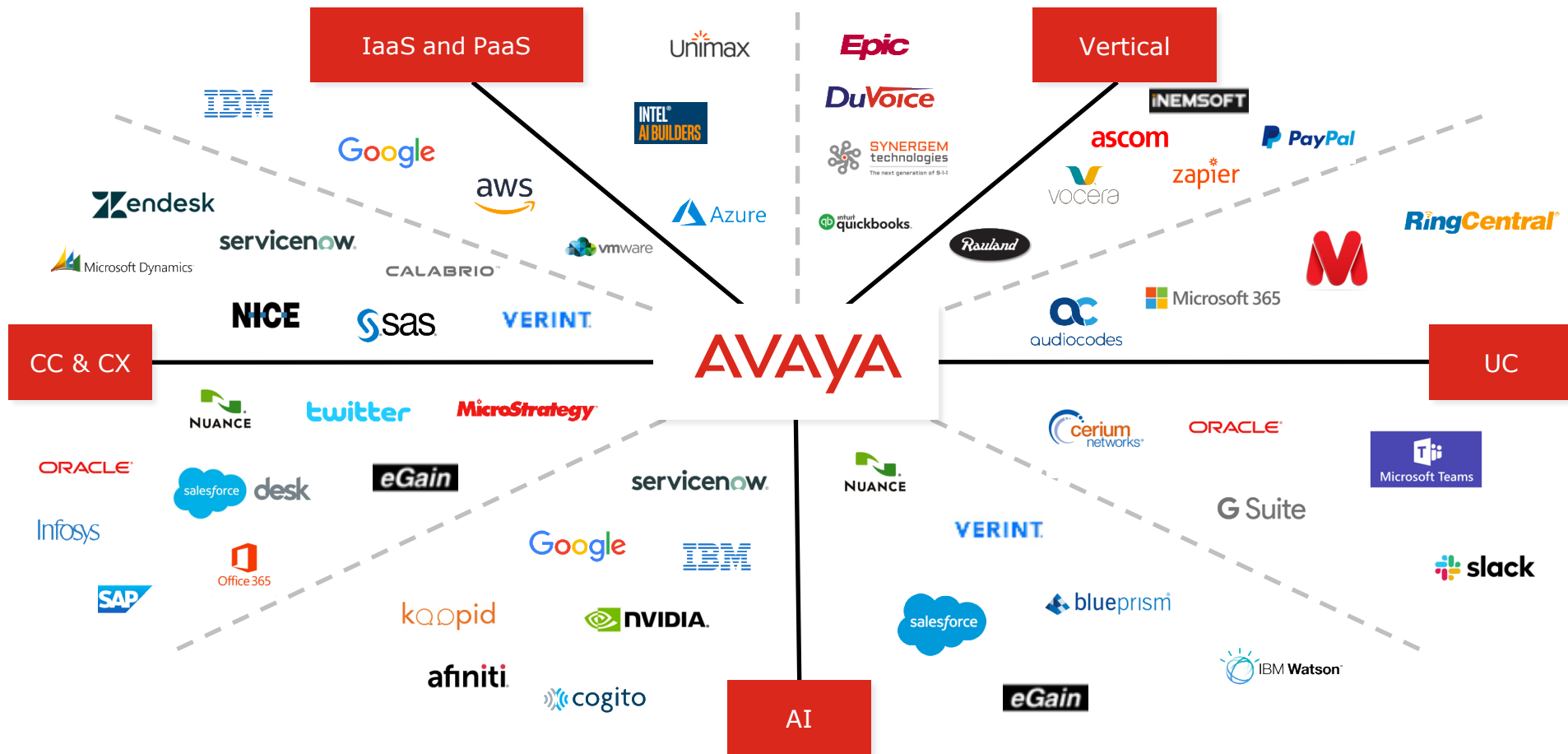


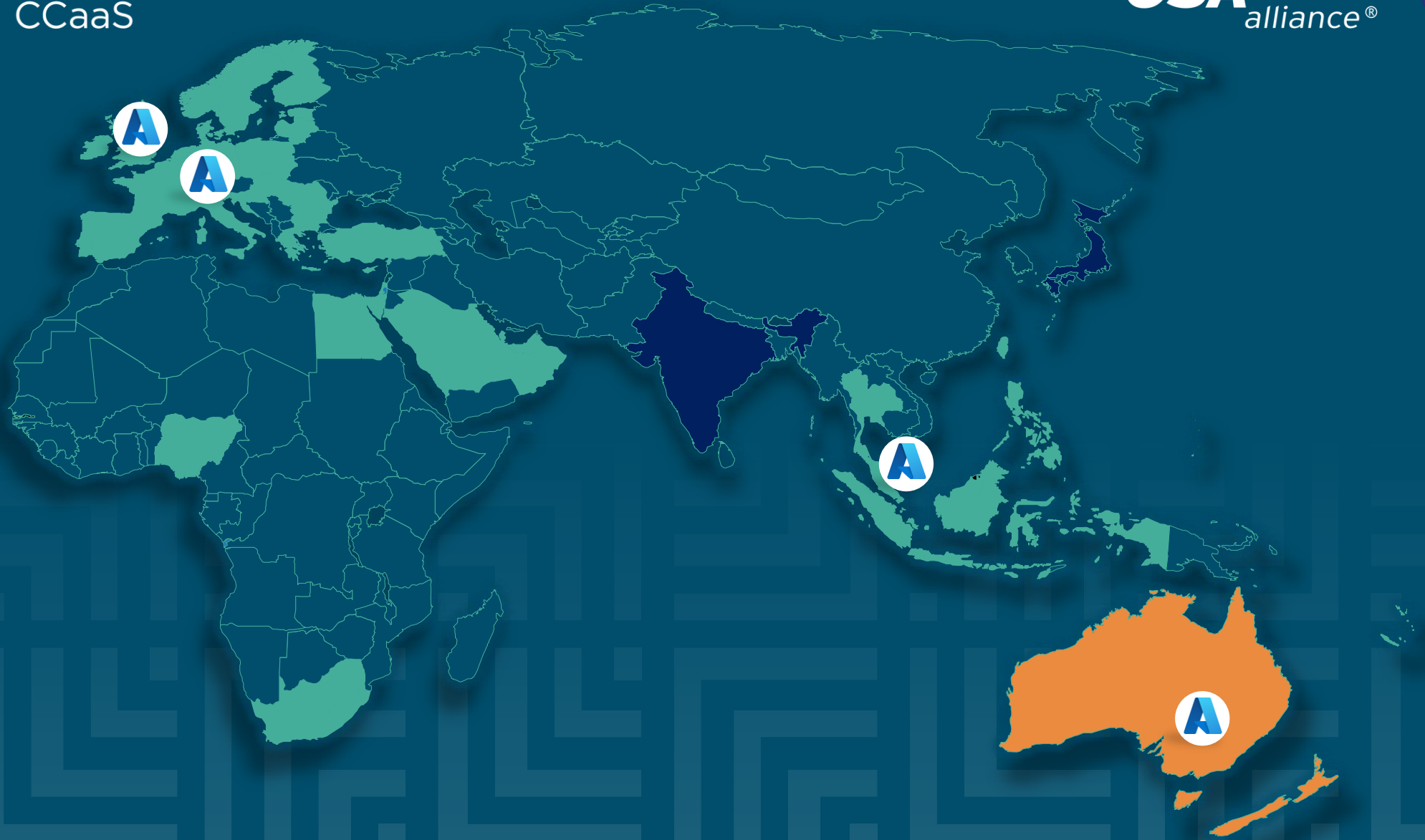
# Infusing AI Into Customer Experience

- Nine brands delivering digital services to majority of Danish households & businesses.
- AI-based voicebot delivering dynamic, immediate & personalized CX & EX.
- Journey towards '**Cognitive Customer Universe**' an AI-powered ecosystem that knows, sees & hears customers whenever & wherever they choose to engage.



# AVAYA Experience Builders™





 MS Azure DC

 Available

 Coming Soon

 CY22 Roadmap

# Digital Acceleration with Avaya OneCloud CCaaS



plataforma



OPTIMA

RAYA



SSI SCHÄFER

FEMIPREMIUM



iSON  
experiences



Digital Overlay

Hybrid

Pilots



# Enabling Our Customers with Digital Acceleration



# Your Partner for **Total Experience**

Brand



Platform



Scale



Incumbency



Team

AVAYA

Customers

# TOTAL EXPERIENCE

Partners & Alliances

 SABIO



# Thank You

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AVAYA

Experiences  
That Matter

[www.avaya.com](http://www.avaya.com)