

# CLOUD CONTACT CENTRE WITHOUT COMPROMISE

Harness the exceptional flexibility of Avaya's Experience Platform (AXP) to move to the cloud, on a journey that's right for your organisation.



## Key customer challenge:

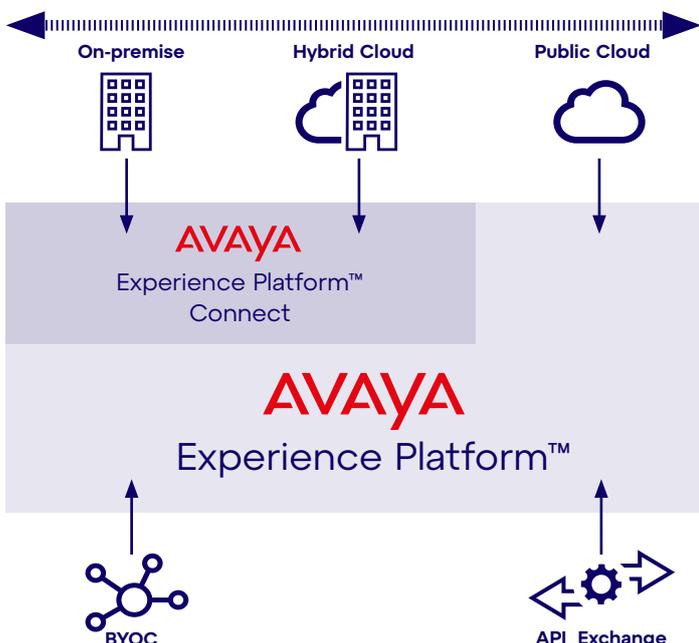
How to modernise customer contact and realise the operational benefits needed to remain competitive while avoiding the risk to the core voice platform.

With Sabio and Avaya you can enhance customer experience through incremental change; delivering the channels and innovation you need without negatively impacting existing customer journeys.

Sabio is an Avaya Diamond Partner with over 25 years' experience and empowers organisations to unlock a tailored contact centre transformation that precisely aligns with their individual requirements. We specialise in cloud transformation and the application of cutting-edge CX technologies including AI and CRM to deliver sustainable, long-term value.

## A STRATEGIC CHOICE FOR A FLEXIBLE AND INCREMENTAL CLOUD TRANSFORMATION

Avaya Experience Platform empowers you to move to the cloud and realise your optimal solution with a range of delivery approaches, regardless of your starting point. Reach your overarching objective at a pace that suits your organisation's needs, remain competitive and remove the risk to your core platform.



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Our innovation without disruption strategy sets us apart from competitors because it gives organisations the freedom to embrace the cloud journey at their own pace while protecting existing investments.

**Susan Terry**  
GVP, Platform Maximisation, Avaya

### Avaya Experience Platform

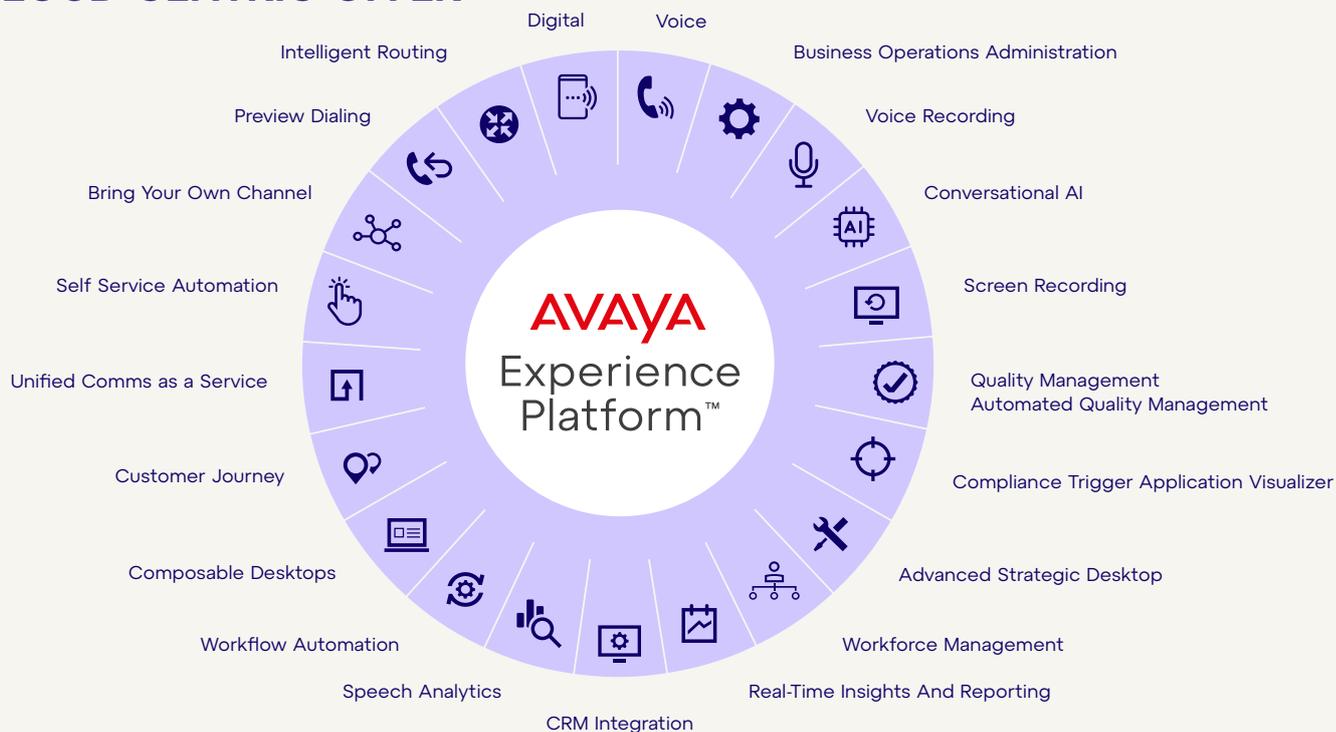
Public Azure-based CCaaS model, affording multi-region cloud capability, blending rich Voice and Omnichannel experiences, powerful analytic insights, cross-channel customer journey, AI enablement and integration, with a variety of BYOC ingress approaches to meet needs.

### Avaya Experience Platform Connect

Flexible over the top Azure based CCaaS offer providing unified desktop, Omnichannel overlay, unified analytics and customer journey combined with the unmatched reliability of premise or private Avaya Elite Voice.



# AVAYA DELIVERS A LIFETIME OF CAPABILITY IN CLOUD CENTRIC OFFER



Avaya's strategic contact centre evolution goes beyond mere adaptation; it is a comprehensive reimagining of the CX journey. The Avaya Experience Platform offers a consistent, unified and uncluttered code base, with which Avaya ensures:

## Innovation Roadmap

A robust innovation roadmap, complemented by the implementation of a zero-downtime upgrade process, underscores a commitment to regular, seamless, iterative improvement, avoiding any disruption for the user base.

## User-centric Focus

User-centric focus to provide consistent user experience for an improved usability, efficiency and productivity in a positive and collaborative work environment.

## Modernised Practices

Modernised practices to unlock optimum and innovative journeys through both an Open API Architecture and a Workspaces Widget Framework.

## Conversational & Generative AI

Conversational & Generative AI capabilities for rich and augmented experiences partnering with Google CCAI and Verint DaVinci.

## AI-noise Cancellation

Avaya's proprietary AI-noise cancellation solution eliminates background noises.

## Workforce Optimisation (WFO)

Market-leading WFO with "Out of the Box" integrated offers from Verint and Calabrio enabling organisations to tailor their workforce strategy making use of the richest set of capabilities for operational effectiveness.

## Simplified Licensing Structure

A simple licensing structure adds another layer of accessibility, enabling organisations to navigate their contact centre transformation with clarity and ease.

## AVAYA EXPERIENCE PLATFORM

"Broad Capabilities - Simple Subscription"



### DIGITAL

- Email, web chat, social, SMS
- Bring your own digital channel
- AI-powered self-service automation
- Intelligent routing
- Customer journey intelligence
- Customisable employee and supervisor desktop
- Visual workflow orchestration
- Bring your own chatbot
- Powerful reporting and analytics
- CRM Integration (SFDC / SNOW / MS Dynamics)



### VOICE

- Inbound and outbound voice
- Call recording
- AI-powered self-service automation
- Intelligent routing
- Customer journey intelligence
- Customisable employee and supervisor desktop
- Visual workflow orchestration
- Bring your own voice bot
- Powerful reporting and analytics
- CRM Integration (SFDC / SNOW / MS Dynamics)



### ALL MEDIA

- All Digital capabilities
- All Voice capabilities
- Blended media simultaneously serve voice and digital inquiries
- AI and Automation enable through Google CCAI and Verint Davinci
- Workforce Engagement drive employee performance and enhance compliance

# SABIO AND AVAYA 25 YEARS OF PARTNERSHIP

Sabio is uniquely positioned to guide you on your Avaya Experience Platform journey, offering a comprehensive service designing and delivering the enhanced customer experiences organisations need, underpinned by an established, long term partnership with Avaya. We closely collaborate with Avaya's product team, contributing and influencing the product lifecycle initiatives and roadmap based on our insights.

Sabio also excels in developing custom functionalities, from basic integrations to advanced AI and automation, even creating full custom contact centre desktop environments.

## Contact Centre Transformation Excellence

We are experts in Contact Centre transformations, ensuring a seamless transition from a complex, on premise legacy estate to the Avaya cloud platform. Our proven and robust 3-step method guarantees the delivery of tangible benefits throughout the transformation lifecycle to support your objectives.



### Our Clients

Rapid benefit realisation through our methodology and IP



### Our People

Breadth of CX and industry vertical knowledge



### Our AVAYA Partnership

Extensive deep rooted Avaya capabilities & experience

## INFORM

### Advisory & Consulting Services

Build the foundations – define your business objectives, CX and Omnichannel principles. Capture functional requirements, CX and technology roadmaps to plan and enable your path to a successful cloud transition.

## TRANSFORM

### Deliver faster Time to Value

Realise your project – delivering your Avaya Experience Platform transition in a secure and proven methodology.

## PERFORM

### Track, Report, Review & Optimise

Get the most of your solution - track, review, evolve and optimise your solution – continually improve your solution through innovation and deployment of new features.

## COMPLEMENTING YOUR AVAYA EXPERIENCE PLATFORM JOURNEY

Sabio's robust multi-practice strategy, spanning Contact Centre, AI, CRM and Data disciplines provides you with an ideal framework to unveil an operating model to achieve genuine excellence in your customer experience.

### Consulting & Advisory Services

Do you understand what your customers need from you? Do you have the right tools to serve their needs as well as those of your business? Are you using them effectively? Are you maximizing the value of the technology you have?

Sabio's Consulting and Advisory Services are designed to help you answer these questions, to pave the way for a brilliant customer experience and understand how to maximise the return on investment.

We work with you to ascertain your CX maturity, define your business and technology roadmap, revisit your channel strategy, understand your customer interactions, audit your key contact centre elements, capture your functional and technical requirements and build your transformation plans.

### AI & Automation

We also provide specific advisory services around AI and automation, identifying and validating automation opportunities, highlighting improvements in customer journeys, and advising on how to augment existing AI deployments. Our Professional Services teams can then pick this up and build efficient bots and assistants leveraging conversational and generative AI, saving your agents time and your business money.

### Sabio's additional areas of expertise include

- Customer & agent journeys and experience
- WFM
- Knowledge Management
- Salesforce Service Cloud
- UX & UI Design

**20+**  
years Avaya  
Diamond Edge  
Partners

**>150**  
active Avaya  
Certifications

**900+**  
colleagues

**220K**  
contact  
centre seats

**65**  
countries

**1.5B**  
interactions