

Unlock your Avaya CX potential with Sabio OnDemand hybrid cloud

Transform your CX with Sabio onDemand

Delivering high-quality CX at scale in a digital-first world is challenging – particularly when you rely upon a mission-critical contact centre system. However, add Sabio OnDemand hybrid cloud to your existing Avaya platform and you can transform your CX and optimise your Avaya investment.

AVAYAEdgeSM
Diamond
CERTIFIED
Oceana Expert

Challenge

Deliver unified, omni-channel CX

Enable seamless & frictionless customer engagements

Empower employees to deliver rapid & desirable outcomes

Evolve your operations through next generation hybrid cloud services

Solution

Sabio OnDemand hybrid cloud – opening up a new generation of agile and transformative CX capabilities

Drawing on the power of Avaya's flagship Oceana solution, Sabio OnDemand creates joined-up customer experiences across multiple channels, intelligently informed at all times through relevant context and customer journey details.

Layering seamlessly on top of your existing Avaya platform, Sabio OnDemand is available as-a-service – allowing you to remain agile within budget.

Outcome

Frictionless experiences for customers and employees

CX should be easy, with a service both intuitive and convenient for end customers – regardless of channels used. Sabio OnDemand ensures consistent, high quality experiences, providing customers with a frictionless, joined-up service across multiple channels.

Sabio OnDemand also offers a more relevant and personalised experience for employees, with dynamic access to a line of business applications and information that will help them to provide a more efficient, consistent, and positive experience for end customers.

Sabio OnDemand is delivered with low disruption, minimising risk and ensuring your critical services and operations are not impacted. This also allows organisations to only deploy cloud services as and when required.

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Hybrid cloud would have been on my list for 2021 even without the pandemic... the widespread disruptions caused by the coronavirus have highlighted the value of having as agile and adaptable a cloud infrastructure as you can, with investments in cloud enabling faster change in moments of uncertainty.

Forbes - Top 10 Digital Transformation Trends for 2021

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Find out how Sabio OnDemand can transform your CX. Contact us today.

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