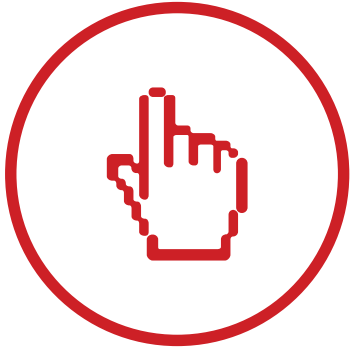


AVAYA ENGAGEMENT DESIGNER



AVAYA ENGAGEMENT DESIGNER:

Intuitive drag and drop GUI for rapid workflow creation

“Snap-in” capabilities from a growing list of Avaya and third-party providers

Extensive, expandable and customizable palette to tailor and customize workflows

Creating your own applications is as easy as “Drag and Drop”

Applications are everywhere: on our laptops, our tablets and our smartphones. We simply couldn't get our work done without them. But have you ever considered the impact that communications applications created specifically for your needs might have on your business? Avaya Engagement Designer makes creating unique applications for your business easier than you might have thought possible.

Solutions for your unique needs

Avaya Breeze™ Platform can help solve the unique communications and collaboration challenges that face your business. Now you can create your own solutions that fully leverage your Avaya Aura® Platform with tailored capabilities that can differentiate the way you respond to customers, and collaborate across locations. The Avaya Breeze Platform is:

- An open, extensible applications development environment
- A single, integrated platform for the merging needs of Unified Communications and Customer Engagement
- Multimodal, working across channels, processes, and systems
- Fully integrated into the Avaya Aura Platform for rapid integration with built-in scalability, security measures, and virtualization

But what makes the Avaya Breeze Platform unique is its simplicity. Developers no longer need a deep understanding of communications solutions or protocols to create meaningful applications that solve important issues. And with the introduction of Avaya Engagement Designer, that simplicity has been greatly enhanced.

Drag and Drop to solve business issues

Not everyone with a problem to solve is a software developer, so Avaya created a tool that puts the power of application creation into the hands of any business analyst. Avaya Engagement Designer lets users select from a palette of capabilities and simply drag and drop them onto an applications canvas, creating the workflows required to solve critical needs. Engagement Designer makes it easy to:

About Avaya

Avaya is a leading, global provider of customer and team engagement solutions and services available in a variety of flexible on-premise and cloud deployment options. Avaya's fabric-based networking solutions help simplify and accelerate the deployment of business critical applications and services. For more information, please visit www.avaya.com.

- **Dream:** Easily prototype complex, end-to-end communications-enabled business processes across unified communications and contact center applications, while leveraging a growing range of Avaya and third-party application elements or Snap-ins.
- **Design:** Move from prototyping to finalizing and executing business processes using the intuitive Engagement Designer environment.
- **Deploy:** Implement the final solution within the Avaya Aura Platform and gain all the corresponding benefits of high availability, redundancy and increased security with significantly reduced time and cost over traditional CTI development platforms.

The flexibility you require

Avaya Breeze Platform provides an extensive and growing list of capabilities to speed your solution development. All are available through Engagement Designer:

- **Dynamic Team Formation:** quickly assemble teams to respond to and resolve critical business requirements.
- **Multichannel Broadcast:** provide notifications or pre-recorded messages to your constituents through text, e-mail or voice.
- **Call Intercept:** Intercept and manipulate in-bound or out-bound calls providing unique routing, Calling Line ID changes or tracking capabilities.
- **WebRTC:** Add click-to-call capabilities to your web site and create a new on-ramp for customer service.
- **Real-Time Speech:** Monitor and respond in real-time to speech elements captured in customer conversations.
- **Context Store:** Collect and retrieve customer context and interaction data for use by other applications.
- **Work Assignment:** Assign work items to agents based on real-time matching of skills and capabilities against customer parameters or requirements.

The future of business isn't in the device – it's in the app. Let Avaya Breeze Platform and the Avaya Engagement Designer move your business to the next level by enabling the applications that will differentiate you from the competition.

Learn More


Avaya Engagement Designer and Avaya Breeze Platform create opportunities to add substantial value to any enterprise. To learn more, contact your Avaya Account Manager or Avaya Authorized Partner, or visit us at avaya.com.

© 2016 Avaya Inc. All Rights Reserved.

Avaya and the Avaya logo are trademarks of Avaya Inc. and are registered in the United States and other countries. All other trademarks identified by ®, TM, or SM are registered marks, trademarks, and service marks, respectively, of Avaya Inc.

Other trademarks are the property of their respective owners.

04/16 • UC7585-03

 Provide feedback for this document