

AWAY

C-19 Enabling Remote Workers & Agents

**Vassilis Koutsopagos,
Barphone Presales Manager**





Home Working – Challenges

Contact Centre Managers, People & CX Focus

- **How are your agents adjusting?**
- What technology issues are they experiencing?
- Have you started planning what happens when the country “re-opens”
- **If you’re using the internet or VPN for calls to agents, how is the call quality?**
- **How difficult has it been to monitor or supervise your agents’ calls?**

Voice/Network Operations

- **How difficult has it been to support remote workers?**
- Are you using the internet, VPN, or mobile/home phones for voice calls?
- If internet/VPN, how reliable have remote worker internet connections been?
- **How much visibility do you have of the remote worker’s call quality and network performance?**

IT, Infrastructure & Capacity Planning

- How’s your VPN and SBC network infrastructure holding up? Did you have to deploy a lot more capacity?
- **Will you continue with remote working, and if so, what changes do you plan to make?**
- **What solution(s) have you been using for all-hands conference calls? Has it met your needs?**

Avaya IX Workplace



Seamless User **Experience**
Collaborate with your **team**
Work from Anywhere!
On premise / Cloud / DR
Work from Any Device!
Laptops, desktops & mobiles
Work from Any Channel !
Voice , Video, Messaging

TOP OF MIND
All at a glance

PRESENCE
Automatic or set it

CALLING
Up to 10 devices

PERSISTENT MESSAGING
1 to 1 or group

COMPREHENSIVE HISTORY
Quickly call again or call back

YOUR MEETING ROOM
One click join

VOICE MESSAGES
Get messages fast

DIRECTORY INTEGRATION
Access organization directory

CALENDAR INTEGRATION
Join meeting with one click

TEAM COLLABORATION
Connect to your team spaces

Collaborate with Avaya Spaces

BROWSER & MOBILE
Accessible anywhere

PERSISTENT SPACES
Team space

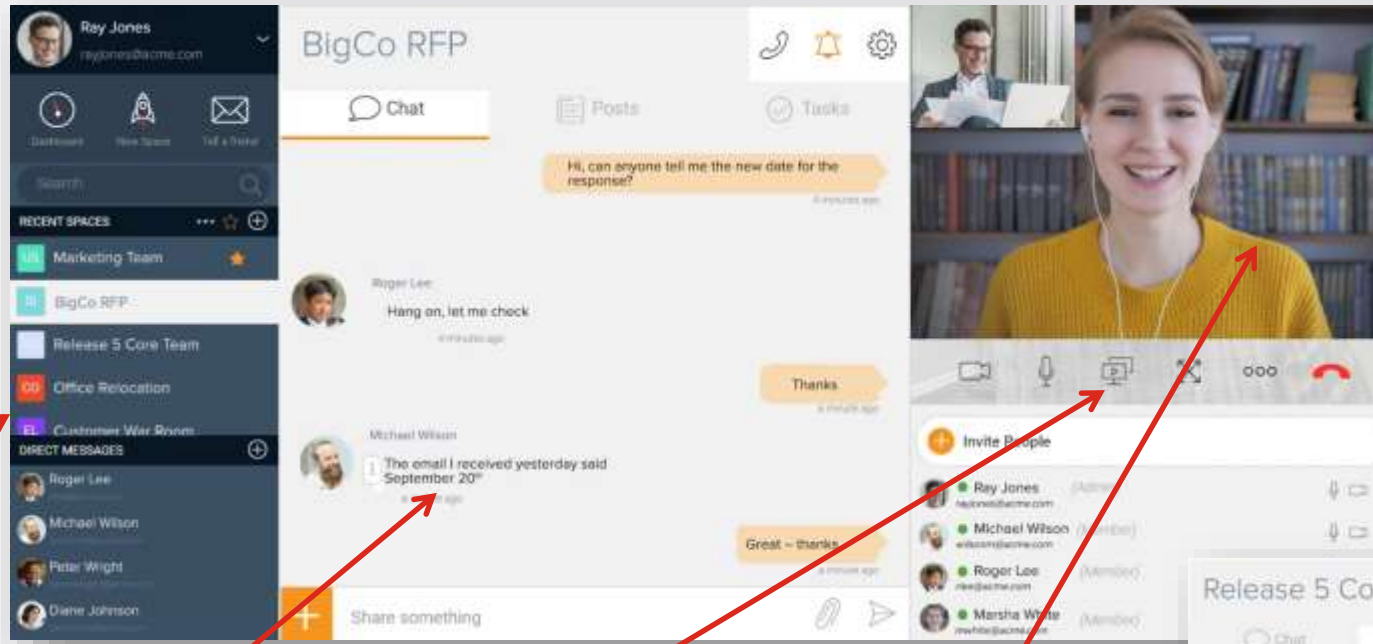
TASK MANAGEMENT
Organize & track projects

MESSAGE
Inside & outside organization

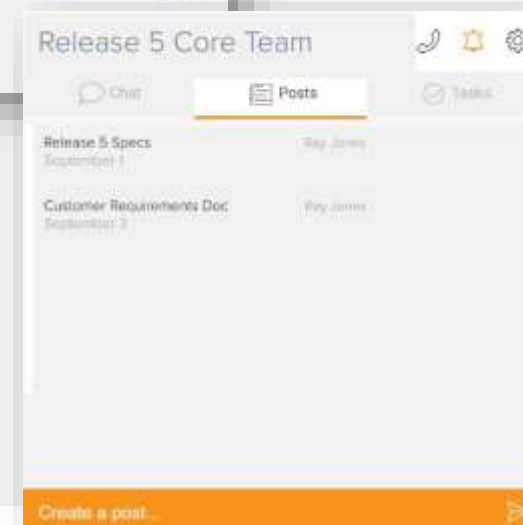
SCREEN SHARING
Directly from browser, no install

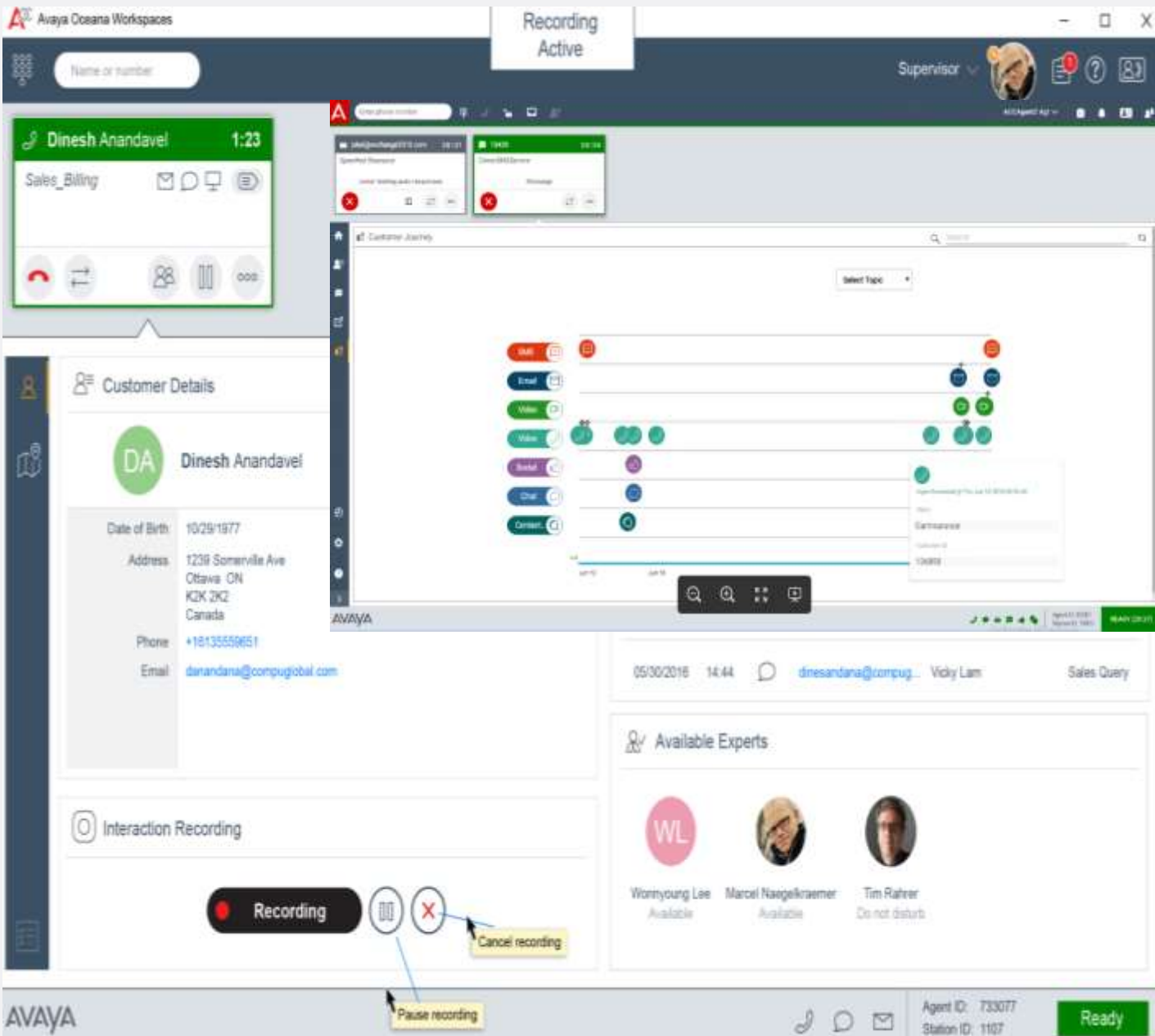
CONFERENCING
Rapidly go to voice or video, share screen

FILE REPOSITORY & POSTS
Share info, get notifications



Free for all web collaboration features
Up to 500 participants in voice & video
Greek phone dial-in
60 days free trial





Remote Agent

Seamless Customer **Experience with Premium Voice Quality**

Collaborate with your **team and the Backoffice operations !**

Work from Anywhere!

On premise / Cloud / DR

Work from Any Device!

Laptops, desktops, WebRTC & VDI/Citrix environment

Work from Any Channel !

Voice , Video, Messaging , Social Media

360 Customer & Agent Journey

CRM integrations & Monitoring Tools for Supervisors and Team Leaders



Desktop and Process Analytics

- **Get visibility into employee desktop** activities across different systems, applications and processes
- **Improve efficiency, reduce costs and liability** and **enhance the customer experience**
- **Alert managers** when employees are out of compliance with company or industry standards
- **Identify successful behaviors** of top performers
- **Reveal hidden capacity** and **enhance productivity**

Avaya IX Workforce Engagement Management

Fully Unified, Best of Breed and Market Leading

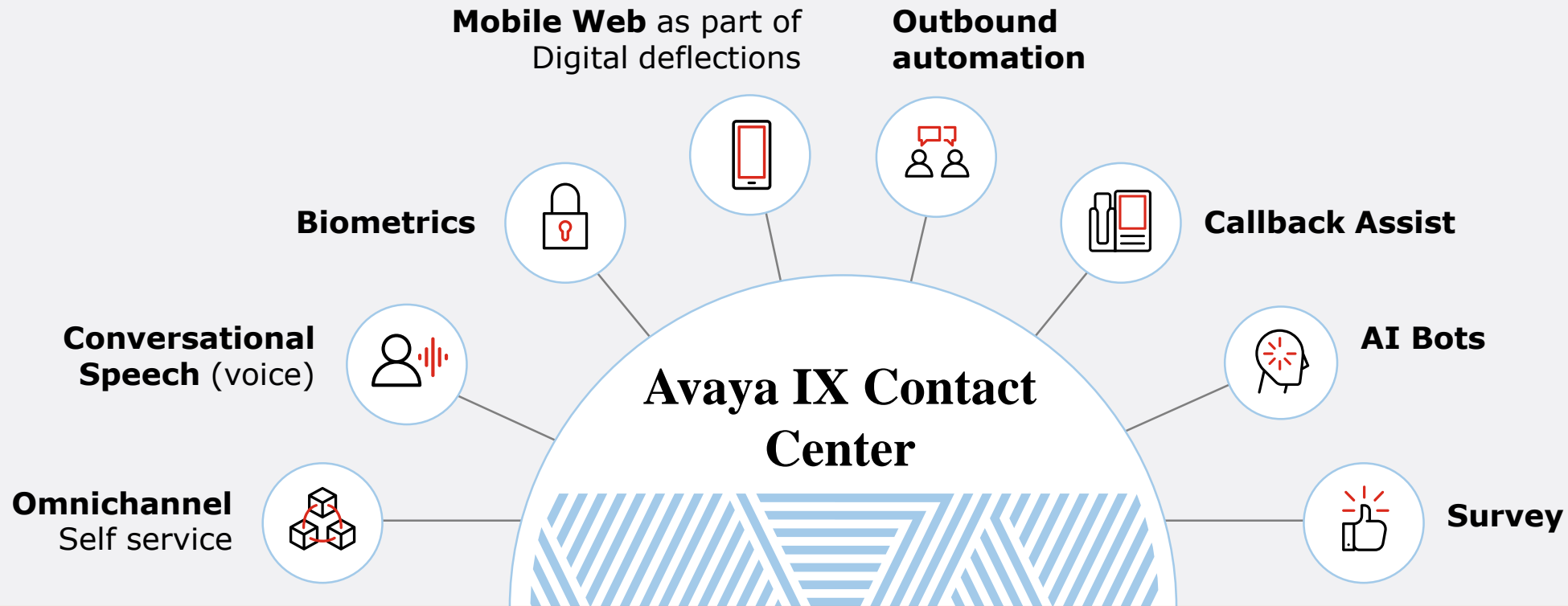
**Complete,
Integrated
WEM Suite**

**Enterprise-Wide
Customer
Engagement**

**Actionable
Insights**



Enabling Automation in the Contact Center



Automation Building Blocks to Differentiate the Customer Experience

Stress Testing

- Business Continuity Testing for Remote Workers



Address customer concerns due to increased demand of remote office and contact centers agents:

- Trunking capacity
- Performance
- All-Hands conference bridges
- User licensing limits
- Firewall/VPN throughput

Stress Testing :

- 1) Conference Bridge Testing
 - Ideal for any collaboration/conferencing solution
- 2) Remote Worker Testing
 - Ideal for remote workers & agents softphone tools
- 3) Network Assessment & Monitoring
 - Total view of the networking between remote workers and HQ

Barphone Today: Strengths

Experience Know-How

- 50Y Experience. (Founded in 1970)
- 14 Authorized Engineers.
- CC Avaya Specialists.

Innovation R&D

- In-house Custom development. (CC Apps / Integrations)
- Unique UCaaS & CCaaS Cloud Solution in the Greek Market.

Partnerships / Medals

- #1 Avaya Partner in Greece.
- Diamond Avaya Partner.
- Jabra Premium Partner



MTC & Support Services

- 27x7 SLA.
- "Stand By" Automated App.
- Ticketing System (Salesforce)
- 100+ Active Support Contracts

Strong Install Base

- 25K+ Voice Ports.
- 6K+ Agents.
- 100+ MTC Contracts.

March – June 2020

More than 20K Remote Users

More than 5K Remote Agents



www.barphone.gr