

# Avaya Infinity™

## Offer Definition

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For the most current Avaya Infinity™ Offer Definition visit the Sales and Partner Portal [Avaya Infinity™ platform](#) page and see Offer Definition.

## Revision History

Date	Author/Editor	Revision	Description
13-May-2025	Sachin Kanthale	1.0	Avaya Infinity™ Offer def revamp with new value proposition and offer bundles
20-May -2025	Sachin Kanthale	1.1	Included section on Customer Readiness Document
30-May-2025	Sachin Kanthale	1.2	Updated country availability list, bundle pricing, Sales Accreditation

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# 1 Document Purpose

This Offer Definition provides sales guidance and other information related to Avaya Infinity™ Offer (the “**Service**”). It is intended for use only by Avaya sales, Partners and Agents and is not intended for customers or users of the Service. If a Distributor is involved in the sale of the Service, the Distributor is required to provide each Reseller (defined below) with a copy of this Offer Definition in advance of the Distributor's first order for such Reseller.

While reasonable efforts have been made to ensure that the information in this Offer Definition is complete and accurate, Avaya assumes no liability for any errors. Avaya reserves the right to make changes and corrections to the information in this Offer Definition at its discretion. Avaya posts the most current version of this document to Sales and Partner Portal, or a successor link as designated by Avaya. You are responsible for periodically monitoring the link. It is recommended that you subscribe to document updates to be advised every time an update is made available.

Furthermore, the information contained herein is provided for information purposes only and is intended only to outline Avaya's presently anticipated general technology direction. The information herein is not a commitment or an obligation to deliver any products or service features and Avaya reserves the right to make changes to the content and timing of any product and/or service feature.

Please note that Avaya Sales Associates, Authorized Business Partners and agents, must also read the [Avaya Infinity™ Service Description](#) document for a full understanding of what services Customer will purchase. It is the binding contractual document that is attached to the Customer's order.

## 2 Offer Overview

In today's ever-changing world, CX leaders must adapt to deliver exceptional customer experiences while balancing innovation, security, and cost. Customers feel frustrated when passed between systems, and agents struggle with outdated tools and pressure to perform. These inefficiencies disrupt customer journeys, erode loyalty, and impact revenue.

To address these challenges, we are introducing new game-changing capabilities and a differentiated approach with Avaya Infinity™ (Avaya Infinity™) — our single comprehensive enterprise CX platform designed for the AI age, enabling customers to orchestrate their customer and employee experiences capabilities in ways that work best for their business - whether on-prem or in the cloud.

The next version of Avaya Infinity™ is hyper-focused on driving business transformation by uniting CX and EX capabilities through a single connected platform. This integrated, orchestrated approach enhances business efficiency, boosts customer retention, and elevates employee satisfaction, creating a seamless and optimized 360° experience for all stakeholders.

With its secure, single-code architecture, Avaya Infinity™ simplifies management, enhances flexibility, and provides robust security enterprises demand. This platform helps businesses modernize with agility, maximize existing investments, and thrive in an ever-evolving technology and customer-centric landscape.

### 3 Country Availability

This document is written as a global document. Unless specifically noted, all information applies across all Avaya sales regions.

The Service is currently available in the countries as listed in the below table:

Approved Countries	Deployment Location for Dedicated Instance
Bolivia, Colombia, Costa Rica, El Salvador, Mexico, USA	USA
UK, South Africa	UK
Canada	Canada
Japan	Japan
Austria, Belgium, Czech Republic, Denmark, Egypt, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Lithuania, Malta, Netherlands, Norway, Poland, Portugal, Romania, Saudi Arabia, Slovakia, Spain, Switzerland, Turkey, UAE	Germany
Argentina, Brazil, Chile	Brazil
Australia	Australia
Cambodia, Hong Kong, Philippines, Singapore, Taiwan, Thailand,	Singapore
India**	India**

**Important Note:** It is the Partner's obligation to inform the Customer of its responsibility to ensure that any use of the service outside the sell-to country complies with all applicable laws, rules and regulations.

\*\* For India, only Voice Orchestration and Essentials Digital bundle are allowed for ordering at this stage.

### 4 Value Proposition

#### ❖ Avaya Infinity™: A Unified Experience Platform Built for Intelligent Connections

Avaya Infinity™ redefines the traditional contact center, evolving it into a dynamic Connection Center that delivers intelligent, personalized customer and employee experiences. Built on a unified, cloud-agnostic platform, it seamlessly connects channels, data, AI, workflows, and systems to orchestrate real-time, enterprise-wide voice and digital interactions.

Infinity empowers organizations to adapt faster, personalize at scale, and unlock agility across deployment models, on-prem, cloud, or hybrid, while maintaining enterprise-grade security, compliance, and data sovereignty.

#### Why Avaya Infinity™?

- **Endless Possibilities:** The name “Infinity” represents a shift from siloed interactions to limitless, connected journeys across the entire business ecosystem, customers, employees, partners, and systems.
- **Connection at the Core:** Infinity goes beyond contact center functionality to unify experiences and relationships at every touchpoint.

### **The Avaya Infinity™ Connections Experience**

- **Connecting Channels:** Deliver a unified journey across voice and digital, with intelligent AI-driven orchestration and seamless channel switching.
- **Connecting Insights:** Turn fragmented data into actionable intelligence, enabling smarter, faster decisions and hyper-personalized engagements.
- **Connecting Technologies:** Integrate legacy systems, third-party tools, and AI models in a flexible, cloud-agnostic environment—without vendor lock-in.
- **Connecting Workflows:** Empower business users with low-code/no-code tools to design, automate, and adapt customer and employee experiences in real-time.

#### **❖ Avaya Infinity™ Value Proposition**

Avaya Infinity™ delivers three strategic layers of enterprise value:

#### **1. Modern, Secure Enterprise CX Platform**

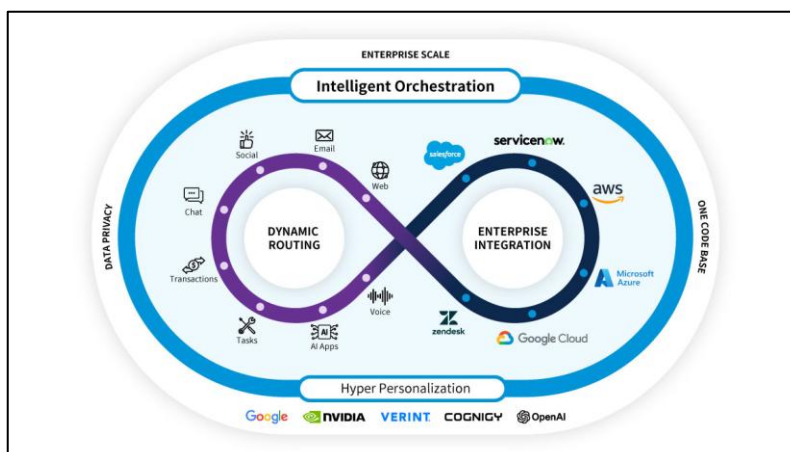
Built on microservices and Kubernetes, Infinity combines the agility and innovation of the cloud with the compliance, privacy, and control of on-premises solutions.

#### **2. Connect & Orchestrate Everything**

With native integrations, AI-driven insights, and intuitive workflow design tools, Infinity lets you unify systems, streamline operations, and optimize customer journeys with minimal IT overhead.

#### **3. Hyper-Personalized Experiences at Scale**

Leverage rich data and AI to deliver consistent, humanized experiences, enabling agents and teams to respond with speed, context, and empathy.



## **BENEFITS**

Get the advantages of cloud with the security and data sovereignty of on-prem

- Provides a universal, modern cloud architecture adaptable across on-premises, cloud, and hybrid environments.
- Combines agility, scalability, and rapid service delivery of the cloud with security, data sovereignty, and compliance standards of on-premises deployment.
- Built on Kubernetes and microservices, ensuring a highly scalable, unified architecture for flexible and consistent customer experience management.
- Visit [Avaya Trust Center](#) to learn how Avaya keeps customer data private and secure.

Infuse omnichannel conversations with AI-driven workflows

- Enable fluid interactions across channels with AI-driven workflows and task automation.
- Enhance customer experiences by preserving context and unifying voice and digital interactions.
- Orchestrate customer interactions, agent workflows, and task automation with AI-driven insights for seamless transitions.

Hyper-personalize experiences for customers and employees

- Transform fragmented enterprise data into actionable, real-time insights for tailored experiences.
- Leverage AI-powered personalization to ensure consistent, hyper-personalized interactions.
- Empower agents with a customizable desktop to deliver exceptional, context-driven service.

Connect and orchestrate without heavy lift integrations

- Rapid customization and workflow creation with minimal technical expertise using low-code/no-code approach.



- Enables businesses to quickly build, replicate, and edit workflows across all channels, fostering self-sufficiency.
- Designed to help large enterprise customers evolve as customer experience (CX) designers.

#### Rapidly adapt with flexible AI orchestration

- Manage multiple AI models, including LLMs, vertical AI, and task-specific models for optimal performance.
- Balance cost efficiency with powerful AI capabilities while implementing protective guardrails.
- Create transformative, hyper-personalized customer experiences by orchestrating diverse AI models.

#### ❖ In Summary

Avaya Infinity™ is not just a platform; it's a transformation engine that redefines how organizations deliver customer and employee experiences at scale. By unifying channels, data, workflows, and AI within a single, intelligent ecosystem, it turns fragmented interactions into seamless, connected journeys that build loyalty, accelerate growth, and future-proof your business.

At its core, Avaya Infinity™ enables a strategic shift:

- From Fragmentation to Unified Intelligence: transforming scattered data into real-time, actionable insights.
- From Generic to Hyper-Personalized Engagements: tailoring every experience to the individual customer, with context and empathy.
- From Reactive Support to Proactive Experiences: leveraging AI orchestration to anticipate needs and guide interactions before a request is made.

Built on a single, cloud-native codebase that spans on-premises, cloud, and hybrid deployments, Avaya Infinity™ delivers consistency, scalability, and the agility required to lead in a fast-evolving, customer-centric world.

## 5 Privacy, Security & Compliance

Avaya embraces transparency regarding specific policies, operational practices, and technologies that help Customers ensure the security, compliance, and privacy of data across Avaya Infinity™ and services. Explore additional information on the [Avaya Trust Center](#) site.

## 6 Offer Bundles

The Avaya Infinity™ (Avaya Infinity™) offers flexible, scalable solutions tailored to meet the evolving needs of modern enterprises. With its pay-as-you-go model and no hidden maintenance fees, Avaya Infinity™ seamlessly integrates employee and customer journeys, empowering businesses to resolve customer issues faster and deliver unparalleled experiences. Each bundle is designed to provide targeted capabilities, ensuring your organization evolve and thrive to adopt with rapidly changing customer and business requirements to remain competitive.

## 6.1 Voice Orchestration Bundle

### Empowering Premise-Based Voice Call Centers with AI-Powered Cloud Automation

This standalone non-agent bundle enables businesses to retain their on-premises voice infrastructure while leveraging cloud-based AI orchestration to enhance customer interactions:

- ❖ **Voice Orchestration Features:** Leverage advanced, AI-powered customer journey orchestration and workflow capabilities using intuitive no-code workflow tool to deliver personalized customer experiences such as task automation, journey orchestration and CRM integrations.
- ❖ **Basic IVR with TTS:** Implement basic Interactive Voice Response using Text-to-Speech.
- ❖ **Multilingual support:** Single Flow Management simplifies handling multiple languages in one flow, reducing duplication and complexity. Consistent, multilingual responses across all channels improve personalization thus allowing users across different regions to interact with the platform in their preferred language, improving usability and satisfaction.
- ❖ **AI Integration:** Leverage add-on Avaya Contact Center Artificial Intelligence capabilities for creating Conversational/Generative AI capable virtual agents.
- ❖ **Seamless Integration:** Continue using existing on-premises contact center voice deployments without agent or infrastructure migration, while benefiting from AI-powered voice orchestration and automation.
- ❖ **Workflow Analytics:** Gain valuable insights with historical reporting and analytics for workflows executed in orchestration tools. It captures, stores, and reports key workflow events, offering insights into workflow execution, agent performance, and customer engagement. Visual reports and drill-down capabilities will help identify bottlenecks, optimize performance, and troubleshoot issues, with data export options for offline analysis.

**Who It's For:** Enterprises that want to modernize their voice call centers without migrating to the cloud entirely.

## 6.2 Base Capabilities for Avaya Infinity™ agent bundles

Avaya Infinity™ agent bundles provide all the below core capabilities which can be leveraged for the channels included in the respective bundles.

- ❖ **Self-Service and Workflow Automation:** Enable self-service and workflow automation seamlessly over the supported engagement channels leveraging AI Powered Orchestration workflow capabilities from Avaya Infinity™.
- ❖ **Seamless Assisted Service:** Facilitates smooth transitions from automated systems to human agents for complex voice and digital engagements. The transition is designed to be seamless, with all relevant customer information and context passed along to the agent. This continuity allows the agent to pick up the conversation without any loss of information to provide right level of support at the right time enhancing the overall efficiency and satisfaction of the customer support experience.
- ❖ **Intelligent Routing:** Avaya Infinity™ delivers powerful context-based routing that ensures every interaction is directed to the most appropriate resource. Using a flexible combination of Queues, Tags, and Priorities, organizations can route and manage interactions based

on real-time conditions, business context, and customer value — all without the rigidity of static routing models.

- ❖ **Customer Journey:** Customer journey offers a chronological view of interactions across various channels, providing agents with comprehensive information to proactively address customer inquiries and tailor the customer experience by understanding their journey. This timeline can be analyzed in different dimensions like category, time, and channel, enabling agents to make well-informed decisions at each stage of the customer's journey.
- ❖ **Agent Workflows:** Streamline agent processes by automating tasks such as accessing multiple CRMs, sending customer emails, and integrating various steps directly through the agent desktop. The workflow handles multi-system access and communication steps, reducing agent workload, errors, and time spent on repetitive tasks.
- ❖ **Intuitive, composable Browser-based Agent Desktop:** Empower agents with an intuitive, customizable browser-based desktop to enhance customer responsiveness, productivity, and experience by consolidating data from multiple sources.
- ❖ **CRM Integrations:** : Integrates real-time CRM (Salesforce, Zendesk) data push/pull directly into the agent desktop to streamline workflows and enhance resolution speed.
- ❖ **Historical Analytics:** Gain deep insights into agent behavior, queue performance, and interaction patterns across all communication channels with customizable Business Intelligence dashboards, enabling managers to optimize resources and enhance service delivery.
- ❖ **Real Time Analytics:** Empower supervisors with real-time visibility into agent and team performance, allowing proactive decision-making and immediate intervention to maintain high service standards and reduce customer frustration through intuitive dashboards and advanced metrics.
- ❖ **BYO WEM\*\*** : Unlock efficiency and savings by allowing customers to bring their own Workforce Engagement Management (WEM) systems for compliance recording. This approach eliminates the need for purchasing and maintaining a WEM system, leading to significant cost reductions. Customers benefit from using systems they are already familiar with, reducing the learning curve and boosting efficiency. Additionally, their WEM systems are often customized to meet specific compliance needs, ensuring a perfect fit.

\*\* Bring Your Own WEM will be supported only for Verint SaaS tenant integrations wherein the Verint WEM SaaS offer has been purchased directly from Verint. Such integrations would incur additional Implementation charges via relevant ACES packages on top of Basic/Standard Activations for BYO WEM bundles.

## 6.3 Essentials Voice Bundle

### Cloud-Based Automated and Assisted Voice CX Solutions

This bundle is ideal for businesses seeking advanced voice capabilities with AI automation and seamless agent workflows while leveraging the power of cloud:

- ❖ Includes all the Base capabilities described in the Section 6.2
- ❖ **Voice Channel:** Inbound and outbound voice agent capabilities to deliver effortless experience customers expect including AI based noise cancellation for agent voice, auto answer, redirect on no answer, intelligent routing, enhanced transfers, callbacks, and full reporting.

- ❖ **Real Time Voice Transcription:** Avaya Infinity™ enhances customer interactions and operational efficiency by providing accurate, real-time transcriptions in multiple languages. Agents benefit from these live transcripts to handle queries more effectively, while supervisors can monitor conversations for compliance and quality. Additionally, transcriptions are stored for later retrieval and can be processed through tailored workflows for deeper insights.
- ❖ **Voice Recording:** Many organizations record the interactions between customers and employees for liability protection, compliance, and quality management purposes. While these recordings can contain massive amounts of useful information, extracting actionable intelligence from them quickly can be challenging. With Verint Call Recording, users can quickly search, replay, and report on calls by topic, which can dramatically reduce cost and time required for call reviews. The solution can even apply multiple tags to a single call, a benefit for long or complex calls. This full-time, enterprise recording and archiving solution can help enhance compliance, reduce liability, and support customer engagement management.

**Who It's For:** Organizations looking for a cloud-based voice solution that integrates with existing WEM systems for cost savings.

**Note:** While the new bundle will initially offer a robust set of features, we are committed to continuously expanding its capabilities as part of our product roadmap.

## 6.4 Essentials Digital Bundle

### Cloud-Based Automated and Assisted Digital CX Solutions

This bundle is designed for businesses focused on enhancing digital communication channels with digital focused capabilities:

- ❖ Includes all the Base capabilities described in the Section 6.2
- ❖ **Comprehensive Digital Channels:** This bundle provides your CX teams with all the essential digital interaction management tools they need to efficiently operate a top-tier, digital-only global contact center. This comprehensive suite of tools ensures your teams can deliver exceptional service, manage interactions seamlessly, and maintain high standards of customer satisfaction across variety of digital communication channels listed below:
- ❖ **Always-On Messaging:** Asynchronous messaging ensures persistent conversations that provide agents with the context of previous interactions, allowing them to seamlessly continue customer engagements from where they last left off. Messaging provides a rich experience to agents and customers with support for rich media content such as images, docs, videos, action buttons, carousals, and locations. This enriches the overall customer experience by maintaining continuity, providing contextual relevant support and allowing for more interactive and informative conversations.
- ❖ **AI-Powered Email** – Email integrates with common email protocols providing a wide range of support. Incoming emails are inspected using attributes such as the subject and routed to the right employee based on needs of customers and the business. Employees have all the expected capabilities as with a normal desktop email including the use of email templates for expedited and business authorized responses.

- ❖ **Web Chat** - Deliver the simple, intuitive, and fast web chat experience customers expect from web sites and mobile applications. Employees and supervisors have the full set of web chat capabilities such as transferring chat sessions to employees using a team address book and replying with templated phrases and relevant URLs.
- ❖ **Social Private Messaging:** Avaya Infinity™ offers robust support for social media channels, enabling contact centers to engage with customers across popular platforms such as Facebook, X/Twitter and Instagram. This integration supports private messaging on key platforms such as Facebook, WhatsApp, and Instagram Direct, ensuring that agents can effectively manage and respond to customer interactions across these channels. By leveraging Avaya Social Connections, organizations can stay connected with their customers, providing a seamless and unified customer care experience.
- ❖ **Digital Channel Recording:** Although voice remains a critical channel for delivering service, customers are increasingly choosing to engage via text-based channels, such as web chat, email, and social media. By capturing these interactions into the Verint Workforce Engagement Platform, customers can start analyzing text interactions in conjunction with verbal communications, gaining deeper insight into process, performance, and customer experience issues and opportunities within their organization and act quickly.

**Who It's For:** Businesses aiming to modernize their digital communication channels and streamline workflows.

**Note:** While the new bundle will initially offer a robust set of features, we are committed to continuously expanding its capabilities as part of our product roadmap.

## 6.5 Advanced Bundle

### Comprehensive Omnichannel CX Solution for Voice and Digital with Quality Management

- ❖ Includes all the Base capabilities described in the Section 6.2
- ❖ The Advanced Bundle combines the capabilities of the Essentials Voice and Digital bundles into a unified, powerful solution with additional benefits:
- ❖ **Omnichannel blended routing:** Seamlessly blend digital and voice interactions with advanced routing system thereby ensuring customers are connected to the best-suited agent regardless of the channel.
- ❖ **Unified Interaction Management:** Seamlessly handle both voice and digital interactions providing a unified interaction platform for exceptional customer experiences.
- ❖ **Screen Recording:** Captures employee screen data passively, either concurrently during the active voice interaction or standalone during back-office user activities. This powerful, proven solution can help organizations comply with industry regulations and standards, expedite dispute resolution, and mitigate risk and liability. Screen data captured during active interactions can be utilized as part of Quality Management but also for Training purposes.
- ❖ **Basic Quality Management:** With Basic Quality Management, you can evaluate all the attributes of a customer interaction, including voice conversations, associated screen data and text-based interactions from a single screen. The solution's omnichannel interaction player provides personalized access to speaker-separated audio waveforms, speech analytics categories, emotions, keywords, interaction tags, annotations, screen recording, applications used by employees, and employee profile information.

**Who It's For:** Enterprises seeking a unified omnichannel platform to manage all voice and digital interactions seamlessly.

**Note:** While the new bundle will initially offer a robust set of features, we are committed to continuously expanding its capabilities as part of our product roadmap.

## 6.6 Ultra Bundle

### Comprehensive Omnichannel CX Solution with enhanced WEM capabilities

- ❖ Includes all the Base capabilities described in Section 6.2
- ❖ The Ultra Bundle combines robust capabilities provided included in Avaya Infinity™ Advanced bundle with below enhanced capabilities of Workforce Engagement Management (WEM):
- ❖ **Workforce Management:** Designed to meet ever-changing customer demands in an increasingly complex environment, Verint Workforce Management provides the tools you need so your organization can maintain its focus on meeting customer needs. Ensure the right people are scheduled at the right time, improve both customer and employee experience, give agents increased flexibility and work-life balance.
- ❖ **Speech Analytics:** Can automatically discover and analyze words, phrases, categories, and themes that may be affecting customer experience. This rich source of behavioral data can deliver immediate business outcomes for your organization. With Speech Analytics you can enhance the contact center performance, supercharge customer experience, and reduce customer churn.
- ❖ **Text Analytics:** Use Verint Text Analytics to analyze your large volumes of text-based data from channels such as chat, email, and social media. Gain crucial insights into the topics that are top-of-mind for your customers. Automated theme discovery can identify new discussion topics. Identify, track, and explain both positive and negative customer sentiment about text-based interactions so you can take appropriate actions quickly. Combine insights from text and voice-based channels for a unified view of interactions across your contact center.
- ❖ **Interaction Quality Add-On:** is a purpose-built quality application that enables you to gather immediate, direct customer feedback and incorporate it into your customer service quality program. The solution collects customers' feedback about the quality of their experience immediately after every interaction – regardless of the channel. The results can help you ensure a consistent, high-quality customer experience the first time, every time.

**Who It's For:** Enterprises seeking to enhance their customer experience through advanced omnichannel support, gaining deeper insights into customer interactions and enhance service quality by integrating direct customer feedback into organization's quality processes whilst achieving operational efficiency and employee satisfaction by providing precise forecasting, flexible scheduling, and real-time performance insights.

**Note:** While the new bundle will initially offer a robust set of features, we are committed to continuously expanding its capabilities as part of our product roadmap.

## 6.7 Bundles Feature Matrix

For a detailed comparison of the features offered by the above bundles, please refer below feature matrix:

Usage Metric	Fixed	Named / Concurrent			
Capabilities and Features by Bundles	Voice Orchestration	Essentials Digital	Essentials Voice	Advanced	Ultra
Unified Agent Desktop	✗	✓	✓	✓	✓
WebRTC Agent Voice <sup>1</sup>	✗	✗	✓	✓	✓
Agent Notes	✗	✓	✓	✓	✓
Team View	✗	✓	✓	✓	✓
Interaction Feed	✗	✓	✓	✓	✓
SSO/SAML Login	✓	✓	✓	✓	✓
Queue based routing	✗	✓	✓	✓	✓
Tag routing	✗	✓	✓	✓	✓
Visual Workflow Designer	✓ <sup>2</sup>	✓	✓	✓	✓
Workflow Lookup/Integration (SFDC)	✓	✓	✓	✓	✓
Workflow Lookup Integration (Zendesk)	✓	✓	✓	✓	✓
Embedded/Agent Workflows	✗	✓	✓	✓	✓
Timed Workflows	✓	✓	✓	✓	✓
Status/Action Workflows	✓	✓	✓	✓	✓
Message Workflows	✓	✓	✓	✓	✓
Analytics Customizable Reports	✓	✓	✓	✓	✓
Analytics Historical Reports	✓ <sup>3</sup>	✓	✓	✓	✓
Analytics Real Time Monitoring Dashboards	✗	✓	✓	✓	✓
Customer Journey	✗	✓	✓	✓	✓
Advanced Wait treatment	✗ <sup>4</sup>	✓	✓	✓	✓
Webchat (session based)	✗	✓	✗	✓	✓
Digital Channels Multiplicity	✗	✓	✗	✓	✓
Chat to Voice Channel Escalation (Agent Initiated only)	✗	✗	✗	✓	✓
Basic IVR <sup>5</sup>	✓	✓	✓	✓	✓
Text-to-Speech	✓	✗	✓	✓	✓
Cloud Storage – per 1GB <sup>6</sup>	✗	✓	✓	✓	✓
Avaya Real Time Voice Transcription <sup>7</sup>	✗	✗	✓	✓	✓
Avaya Contact Center Artificial Intelligence <sup>8</sup> (Virtual Agent Voice Only)	⊕	⊕	⊕	⊕	⊕
Bring your own carrier (BYOC) Hybrid <sup>9</sup>	✓	✗	✓	✓	✓
911 Inform Location Discovery Solution (LDS)	✗	✗	⊕	⊕	⊕
<b>Below Verint features will be supported only for Voice channel (Support for Digital channels is on Roadmap)</b>					
Verint Voice Recording <sup>10</sup>	✗	✗	✓	✓	✓
Verint Screen Recording	✗	⊕	⊕	✓	✓
Verint Quality Management	✗	⊕	⊕	✓	✓
Verint Automated Quality Management <sup>11</sup>	✗	⊕	⊕	⊕	⊕

Verint Automated Quality Management Additional Language <sup>11</sup>	x	+	+	+	+
Verint Workforce Management <sup>12</sup>	x	+	+	+	✓
Verint Speech Analytics	x	x	+	+	✓
Verint Speech Analytics Additional Language	x	x	+	+	+
Verint Speech Analytics Each Additional Line of Business	x	x	+	+	+
Verint Interaction Quality add-on to QM	x	+	+	+	✓
Verint Application Triggers	x	+	+	+	+
Verint Application Visualizer	x	+	+	+	+
Verint Desktop and Process Analytics	x	+	+	+	+
Verint Operations Visualizer	x	+	+	+	+
Verint 1TB Storage <sup>13</sup>	x	✓	✓	✓	✓
Verint Interaction Data Export	x	x	✓	✓	✓
Verint Interaction Data Export with Processing	x	+	+	+	+
Verint Real Time Coaching Bot	x	x	+	+	+
Verint Interaction Wrap-Up Bot Standalone	x	x	+	+	+
Verint PII Redaction Bot	x	x	+	+	+
Verint Da Vinci Speech Transcription	x	x	+	+	+
Verint Face to Face Recording	x	x	+	+	+
Verint TimeFlex Bot	x	+	+	+	+
Verint Voice Survey only	x	x	+	+	x
BYO WEM <sup>14</sup>	x	x	✓	✓	x

	References/Notes
✓	Included with the Bundle
+	Available as Add-on
x	Not Available to the Bundle
1	WebRTC Agent Voice uses WebRTC protocol for voice calls in browser-based Infinity agent Desktop
2	Voice Orchestration requires BYOC Hybrid setup with a supported on-premises SBC.
3	Only Historical Reporting supported for Workflow Reporting.
4	Available through Avaya Aura Call Center Elite
5	IVR minutes are governed by IVR Fair Usage Policy described in this offer definition
6	Cloud Storage usage is governed by Cloud Storage Fair Usage Policy described in this offer definition
7	Avaya Realtime Voice Transcription is supported only for “Assisted” duration of voice interaction by capturing and displaying conversations between agents and end caller. Automated/Self Service interactions will not be transcribed. If using Avaya CCAI Virtual Agent voice bot, the transcription will be captured by CCAI service (subject to CCAI charges) and displayed in the Interaction Feed.
8	Avaya Contact Center Artificial Intelligence is governed by the Avaya Contact Center Artificial Intelligence Service Description found at this <a href="#">link</a> .
9	BYOC minutes are governed by BYOC Fair Usage Policy described in this offer definition.
10	Verint Voice Recording includes Encryption and N+M Redundancy.
11	Quality Management is a requisite for Automated Quality Management. Automated Quality Management includes 1 language and is a prerequisite for Automated Quality Management Additional Languages.



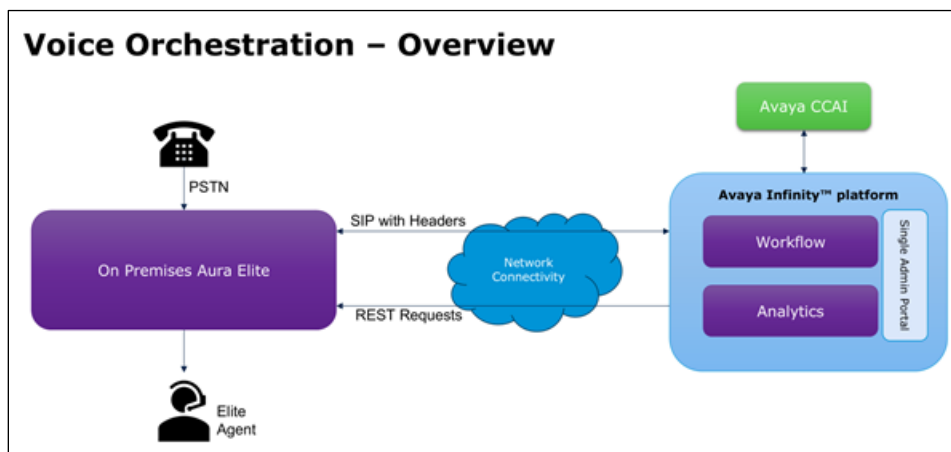
12	Verint WFM includes Performance Management (Scorecards).
13	Verint 1TB Storage is automatically added to the relevant bundles and also billed as a separate line item.
14	Bring You Own WEM will be supported only for Verint SaaS tenant integrations wherein the Verint WEM SaaS offer has been purchased directly from Verint. Such integrations would incur additional Implementation charges via relevant ACES packages on top of Basic/Standard Activations for BYO WEM bundles.

**Note:** Avaya Infinity™ solution entitlement for a given feature of capability within the bundles may require additional Avaya Customer Experiences Services (ACES) services. Please check the most current ACES service catalog on this [link](#).

## 7 Avaya Infinity™ Voice Orchestration Overview

Avaya Infinity™ Voice Orchestration deployment offers modern workflow orchestration self-service automation capabilities to inbound voice engagements received at on-premises ACD / call center systems such as Avaya Call Center Elite.

- This offer allows customers a phased migration for Avaya Aura CC Elite on-premises systems to Avaya Infinity™ at their own pace while unlocking capabilities such as easy to use CX Orchestration Workflow tools, Avaya Contact Center Artificial Intelligence, Virtual Agent Ready integrations, WebRTC Voice on Consumer side, REST based integrations to third party systems etc.
- Customers will also benefit from roadmap innovations planned with Avaya Infinity™ Orchestration Workflow capabilities such as CRM integrations, advanced branching operations, multi-lingual flow executions, Workflow Analytics once they are delivered from Avaya Infinity™ in the future. With WebRTC Voice on Customer side calls anchored on Avaya Infinity™ for Self-service, customers can also optimize and reduce cost on maintaining toll-free SIP numbers at the on-premises ACDs.
- Customers using on-prem solutions can thus achieve innovation in self-service and workflow orchestration experience without disruption at the routing core/on-premises or agent operations of the contact center. This also enables them to take first step towards a phased migration of line of business or contact center agent seats to Avaya Infinity™ with the end state of Avaya Infinity™ Orchestration being used as a controller of incoming voice traffic with migration of certain DID's or Line of Business to Avaya Infinity™ agents while keeping the remaining traffic on-premises ACD agents.



Target Customers for this bundle would be existing on-premises CC Elite customers running with or without Avaya Experience Portal. This offer also provides an alternative solution to CPaaS Workflow based customers using applications such with CPaaS-based Avaya Virtual Agent which are End of Sale.

When customer orders Avaya Infinity™ Voice Orchestration bundle, they would receive an Avaya Infinity™ deployment enabled with Avaya Infinity™ Orchestration and Automation Self-Service capabilities. Customer can route incoming voice interactions being terminated at customer premises via on-premises ASBC and Bring Your Own Carrier-Hybrid connection to Avaya Infinity™ for Self Service. If agent assistance is required, calls can be returned to on premises ASBC along with self-service context.

Please note the below considerations while positioning this offer:

- Bring Your Own Carrier Hybrid connection is a pre-requisite for setting up SIP trunk between on-premises ASBC and Avaya Infinity™ to allow the exchange of contextual data gathered in Voice Orchestration. It is also required for features such as Virtual Agent Ready over SIP, Redirect to External with SIP Refer, Remote Party ID within SIP header etc.
- Please refer [Section on Bring Your Own Carrier](#) further in this document for more details.
- Please note that the self-service interactions managed by Avaya Infinity™ Voice Orchestration in the cloud will not be recorded. However, once these calls are transferred back to on-premises ACD or Avaya Call Center Elite systems, they can be recorded using the existing on-premises recording infrastructure using existing mechanisms and integrations such as SIPREC, DMCC, or other compatible recording solutions.
- Avaya Infinity™ Orchestration activation is done by Avaya Cloud Delivery. The Basic Activation package is offered free of charge and mandatory for all new Avaya Infinity™ Voice Orchestration activations. Add-on packages for Standard Implementation (up to 4 personalized workflows) and additional Workflows configuration are available as separate packages for purchase. Please refer to Professional Services for Avaya Infinity™ Catalog for more information on Avaya Cloud Delivery and ACES offers.

## 8 Budgetary Pricing

Please note that the pricing below as of the issuance of this Offer Definition is Budgetary only. Avaya Infinity™ service can be quoted and ordered through Avaya Store. For more details on quoting and ordering through Avaya Store, please refer Section 9 of this document.

The Service pricing model is designed to support a two-tier distribution model, and discounting is based on code SB 9S of the Avaya pricing model.

### 8.1 Avaya Infinity™ Bundles

- Avaya Infinity™ offer will have a Monthly Minimum Agent Commit combined across all agent bundles (Essentials Voice, Essentials Digital, Advanced and Ultra).
- Avaya Infinity™ Orchestration bundle can be ordered as standalone for a fixed quantity of 1 and cannot be mixed with any of the agent-based bundles.

- Avaya will allocate monthly allowance for certain features (such as IVR, BYOC, BYOB, WebRTC, Storage, Voice Transcription, API calls) supported by the bundles on a per unit basis for each bundle type. For any usage exceeding the total Fair Usage Allowance for the bundled feature, Avaya will charge for overage as described in subsequent sections of the offer definition.
- Sample rate card pricing below is based on Annual billing per license unit. Monthly billing is higher than Annual billing.

Offer Bundle	Metric	1YMO	1YAN	3YMO	3YAN	5YMO	5YAN
Voice Orchestration	Fixed / Flat Monthly Fee	\$10,000	\$9,000	\$9,000	\$8,100	\$9,000	\$8,100

Offer Bundle	Metric	Term (Annual)	Agent Tiers				
			<499	500-2,499	2,500-4,999	5,000-9,999	10,000+
Essentials Digital (BYO WEM)	Concurrent Agent	1 & 2 Year	\$75	\$71	\$66	\$60	\$54
		3, 4 & 5 Year	\$70	\$67	\$62	\$56	\$50
Essentials Digital (BYO WEM)	Named Agent	1 & 2 Year	\$55	\$52	\$49	\$44	\$39
		3, 4 & 5 Year	\$50	\$48	\$44	\$40	\$36
Essentials Digital (with Verint WEM)	Concurrent Agent	1 & 2 Year	\$105	\$100	\$93	\$85	\$75
		3, 4 & 5 Year	\$100	\$95	\$89	\$81	\$72
Essentials Digital (with Verint WEM)	Named Agent	1 & 2 Year	\$75	\$71	\$66	\$60	\$54
		3, 4 & 5 Year	\$70	\$67	\$62	\$56	\$50
Essentials Voice (BYO WEM)	Concurrent Agent	1 & 2 Year	\$75	\$71	\$66	\$60	\$54
		3, 4 & 5 Year	\$70	\$67	\$62	\$56	\$50
Essentials Voice (BYO WEM)	Named Agent	1 & 2 Year	\$55	\$52	\$49	\$44	\$39
		3, 4 & 5 Year	\$50	\$48	\$44	\$40	\$36
Essentials Voice (with Verint WEM)	Concurrent Agent	1 & 2 Year	\$105	\$100	\$93	\$85	\$75
		3, 4 & 5 Year	\$100	\$95	\$89	\$81	\$72
Essentials Voice (with Verint WEM)	Named Agent	1 & 2 Year	\$75	\$71	\$66	\$60	\$54
		3, 4 & 5 Year	\$70	\$67	\$62	\$56	\$50
Advanced (BYO WEM)	Concurrent Agent	1 & 2 Year	\$105	\$100	\$93	\$85	\$75
		3, 4 & 5 Year	\$100	\$95	\$89	\$81	\$72
Advanced (BYO WEM)	Named Agent	1 & 2 Year	\$75	\$71	\$66	\$60	\$54
		3, 4 & 5 Year	\$70	\$67	\$62	\$56	\$50
Advanced (with Verint WEM)	Concurrent Agent	1 & 2 Year	\$170	\$162	\$150	\$137	\$122
		3, 4 & 5 Year	\$150	\$143	\$133	\$121	\$107
Advanced (with Verint WEM)	Named Agent	1 & 2 Year	\$120	\$114	\$106	\$97	\$86
		3, 4 & 5 Year	\$110	\$105	\$97	\$89	\$79
Ultra (with Verint WEM)	Concurrent Agent	1 & 2 Year	\$230	\$219	\$204	\$185	\$164
		3, 4 & 5 Year	\$210	\$200	\$186	\$169	\$150
Ultra (with Verint WEM)	Named Agent	1 & 2 Year	\$165	\$157	\$146	\$133	\$118
		3, 4 & 5 Year	\$150	\$143	\$133	\$121	\$107

**Named:** This is a billing metrics which equals total count of unique agents logged in to Avaya Infinity™ platform during invoice period.

**Concurrent:** This is a billing metrics which is peak of concurrent aka simultaneous logged in agents in Avaya Infinity™ platform during invoice period.

To support the organization's shift changes, Avaya disregards usage peaks shorter than 15 minutes. This allows next-shift agents to login 15 minutes before shift change and gives ending-shift agents 15 minutes to logout, without impacting the peak calculation.

## 8.2 Pricing Terms

Avaya Infinity™ pricing is based on multiple factors such as but not limited to minimum commitments, actual usage, fixed monthly charges, storage fees, and variable consumption services (e.g. social media channels, Avaya CCAI). Avaya Store will automatically calculate pricing based on these multiple factors.

1. **Minimum Order** – Avaya Infinity™ offer will have a total Monthly Minimum Agent Commit combined across all agent bundles (Essentials Voice, Essentials Digital, Advanced and Ultra). Furthermore, individual Monthly Minimum Agent Commit will also apply at each individual bundle type ordered with the subscription. Voice Orchestration bundle can be ordered for a fixed quantity of 1 and cannot be mixed with other agent-based bundles.
2. **Mixture of Bundles:** For a given Infinity instance/subscription, customers can purchase agent bundles either with Verint WEM or BYO WEM. Mixture of BYO WEM and Verint WEM bundles is not allowed in a single subscription. Similarly, a mixture of Concurrent and Named Agent bundles is not allowed in a single subscription.
3. **Contract term** – 12-, 24-, 36-, 48- or 60-month terms (each a “Subscription Term”).
4. **Volume tier** – Avaya Infinity™ has a volume tiered rate card based on contracted Monthly Minimum Agent Commit quantity. Customers have flexibility to burst beyond the Monthly Minimum Agent Commit and will be charged for overage as per usage rate.
5. **Invoicing** can be Monthly in Arrears or Annual Pre-Paid.
6. **Co-Termination** will not be allowed for duration of less than 12 months. This applies to co-terminating the Avaya Infinity™ subscription contract with any of the existing support or subscription contracts.
7. **Ramp-up** period of 90 days which is in addition to the ordered subscription term. During Ramp-up period, subscription fees are based on actual monthly usage. After Ramp-up, subscription term begins, and Subscription fees are based upon the Monthly Minimum Agent Commit. Customer may elect to increase Monthly Minimum Agent Commit at any time after Ramp-up and the increase will take effect on the first day of next month.

8. Avaya may increase prices, or decrease discounts, by providing 60 days' notification in writing or electronic form in addition to changing the pricing in our Global Product and Pricing Catalogue ("GPPC"). Avaya may decrease prices or increase discounts without advance notice but will provide written notification of any such changes and the effective date. pursuant to the terms of your signed agreement or Avaya policy changes will apply only to purchase orders placed after the changes take effect. Existing monthly in arrears billing will not be changed until the Service is renewed at the then current price.
9. The service will not auto-renew. The Customer or Partner will have to renew for the desired term using Avaya's quoting and ordering tool (the Avaya Store).
10. **Early Termination Fees:** The Customer's right to terminate the Services prior to the end of the Subscription Term is subject to the payment of the termination fees set forth in the [Service Description](#)

### 8.3 IVR Fair Use Policy and IVR Minutes Pricing

In relation to your use of Basic IVR, Avaya will provide to You without additional charge a monthly allowance of IVR minutes, allocated on a per-Agent basis for each bundle type as described in the table below ("Fair Use Allowance").

Bundle Type	Monthly Allowance of Free IVR Mins	
Voice Orchestration Fixed	90,000	
Agent Bundles	BYO WEM	Verint WEM
Essentials Digital Concurrent Agent	Not Applicable	Not Applicable
Essentials Digital Named Agent	Not Applicable	Not Applicable
Essentials Voice Concurrent Agent	1,875	2,500
Essentials Voice Named Agent	1,350	1,800
Advanced Concurrent Agent	2,625	3,500
Advanced Named Agent	1,875	2,500
Ultra Concurrent Agent	Not Applicable	4,225
Ultra Named Agent	Not Applicable	3,250

Avaya will provide Customer the ability to track its actual usage of IVR minutes.

Customer consumes IVR minutes, including the Fair Use Allowance, when Basic IVR capabilities are used for inbound, outbound, and secure call flows – as well as bot flows, if present. Avaya will measure IVR minutes consumption, by using a session timer to calculate (in one second increments) the session duration of each IVR flow. Session duration starts at the IVR flow initiation and ends upon an IVR flow termination event (e.g., transfer to ACD, disconnect, or exit). This includes time spent in the inbound call flow and, if present, time spent by a bot flow or a Virtual Agent. Avaya will calculate the monthly aggregate IVR minutes consumed and bill Customer an overage charge per minute for any consumption of IVR minutes that exceeds the Fair Use Allowance.

Applicable To	Overage Pricing	Metric
Cloud IVR Usage	\$0.010	Per each additional minute

Basic IVR capabilities include the following:

- Announcements
- DTMF prompts and capture
- Set Language
- Transfer to Queue
- Variables Exchanges
- Payload Updates/Exchanges
- IVR Trees
- Menus, Transfers, Disconnects
- External Data Dips
- Text-to-Speech
- Callback flows

**Note:** AI Virtual Agent/NLU/Conversational Self-Service are not part of the IVR fair usage policy. Those services are tracked and invoiced separately per existing rate cards.

## 8.4 APIs Fair Use Policy and Pricing

Avaya Infinity™ offers APIs to extend platform functionality and build customizations. Use of APIs is governed by fair usage policy described in this section.

Avaya offers fair usage allocation to customer driven by number of total billed agents and API fair usage quota per each agent per month.

Table below lists fair usage allocation for each agent bundle for a month.

Bundle Type	Monthly Allowance of Free API Calls	
Voice Orchestration Fixed	1,000,000	
Agent Bundles	BYO WEM	Verint WEM
Essentials Digital Concurrent Agent	112,500	150,000
Essentials Digital Named Agent	82,500	110,000
Essentials Voice Concurrent Agent	82,500	110,000
Essentials Voice Named Agent	58,500	78,000
Advanced Concurrent Agent	112,500	150,000
Advanced Named Agent	82,500	110,000
Ultra Concurrent Agent	Not Applicable	182,000
Ultra Named Agent	Not Applicable	140,000

For any API calls that exceed the API Fair Use Allowance, Avaya will bill You an overage charge as described below.

Applicable To	Overage Pricing	Metric
API usage	\$0.0001	Per each additional API call

For Analytics APIs (Historical or Real Time) only: The API overage charge described above will not apply. Instead, Customer will be charged for the volume of data extracted using any Analytics APIs, as described below:

Applicable To	Per GB Pricing	Metric
Analytics API Usage	\$ 0.1730	Per GB of data extracted

For list of APIs please refer to developer portal at: <https://developers.avayacloud.com/>

## 8.5 Cloud Storage Fair Use Policy

The Avaya Infinity™ offer includes cloud storage specifically for the storage of Customer Data created by your use of Service. Avaya will provide to You without additional charge a monthly usage allowance of this cloud storage, allocated on a per-Agent basis for each bundle type as described in the table below (“Cloud Storage Fair Use Allowance”).

Bundle Type	Monthly Allowance of Free Cloud Storage in Gigabytes	
Voice Orchestration Fixed	Not Applicable	
Agent Bundles	BYO WEM	Verint WEM
Essentials Digital Concurrent Agent	8	10
Essentials Digital Named Agent	6	8
Essentials Voice Concurrent Agent	17	22.75
Essentials Voice Named Agent	13	17.5
Advanced Concurrent Agent	25	32.5
Advanced Named Agent	19	25
Ultra Concurrent Agent	Not Applicable	42.25
Ultra Named Agent	Not Applicable	32.5

For data storage usage exceeding the Cloud Storage Fair Use Allowance, Avaya will bill You an overage charge as described below.

Applicable To	Overage Pricing	Metric
Cloud Storage Usage	\$0.35	Per each additional GB of storage

## 8.6 WebRTC Consumer Voice Fair Usage Policy

Avaya Infinity™ offers ‘WebRTC Consumer Voice’ capability to customers to build ‘Click to Call’ integrations into their business websites, mobile applications on Android and iOS platforms using Omni SDK. Refer to ‘Avaya Developer Portal website’ for extensive guides on Omni SDK integration.

WebRTC calling works over IP and does not require telephony / cellular voice connectivity for end consumers to dial into contact centers. Customers can lower the spend on inbound toll-free number from SIP provider by replacing some of these toll-free numbers with ‘WebRTC Consumer Voice’ capability.

In relation to Your use of WebRTC Consumer Voice, Avaya will provide to You without additional charge a monthly allowance of WebRTC Voice inbound calling minutes, allocated on a per-Agent basis for each bundle type as described in the table below (“WebRTC Voice Fair Use Allowance”).



Bundle Type	Monthly Allowance of Free 'WebRTC Consume Voice' Mins	
Voice Orchestration Fixed	90,000	
Agent Bundles	BYO WEM	Verint WEM
Essentials Digital Concurrent Agent	Not Applicable	Not Applicable
Essentials Digital Named Agent	Not Applicable	Not Applicable
Essentials Voice Concurrent Agent	1,875	2,500
Essentials Voice Named Agent	1,350	1,800
Advanced Concurrent Agent	2,625	3,500
Advanced Named Agent	1,875	2,500
Ultra Concurrent Agent	Not Applicable	4,375
Ultra Named Agent	Not Applicable	3,125

For WebRTC Voice Inbound Calling usage exceeding the WebRTC Voice Fair Use Allowance, Avaya will bill You an overage charge as described below:

Applicable To	Overage Pricing	Metric
WebRTC Voice Inbound Calling usage	\$0.00510	Per each additional minute

## 8.7 Virtual Agent Ready – Fair Usage Policy

Avaya Infinity™ offers 'Virtual Agent Ready' integration capability to customers to integrate with their AI bot from 3rd party vendors. This integration capability enables customers to protect their existing investments into AI bot solutions and use AI Bot from 3rd party vendor for self-service. Virtual Agent Ready offers ability to process transcripts from Virtual Agent for self-service session and link it in customer journey for agents so that they get single pane of glass view into engagement life cycle without additional customizations.

In relation to Your use of Virtual Agent Ready, Avaya will provide to You without additional charge a monthly allowance of virtual agent minutes, allocated on a per-Agent basis for each bundle type as described in the table below ("Virtual Agent Fair Use Allowance").

Bundle Type	Monthly Allowance of Free 'Virtual Agent Ready' Mins	
Voice Orchestration Fixed	1,500	
Agent Bundles	BYO WEM	Verint WEM
Essentials Digital Concurrent Agent	Not Applicable	Not Applicable
Essentials Digital Named Agent	Not Applicable	Not Applicable
Essentials Voice Concurrent Agent	23	30
Essentials Voice Named Agent	23	30
Advanced Concurrent Agent	23	30
Advanced Named Agent	23	30
Ultra Concurrent Agent	Not Applicable	37.5
Ultra Named Agent	Not Applicable	37.5

For Virtual Agent usage exceeding the Virtual Agent Fair Use Allowance, Avaya will bill You an overage charge as described below:

Applicable To	Overage Pricing	Metric
Virtual Agent Ready Usage	\$0.01	Per each additional minute



## 8.8 Avaya Bring Your Own Carrier (BYO-Carrier)

Bring Your Own Carrier feature (“BYO-Carrier”) provide an ability for customers to connect certain preferred telephony carriers to Avaya Infinity™ solution. It is an add-on service offer to Avaya Infinity™ and cannot be procured standalone.

BYOC provides the customer with an option to leverage SIP Trunking /PSTN voice services from 3rd party carriers enabling the customer to have enhanced coverage, pricing, and flexibility to choose their preferred telephony provider.

**BYO-Carrier Hybrid enables** customers to establish secure SIP trunk connections between their chosen carriers and Avaya Infinity™ platform through a previously certified Session Border Controller (“SBC”). This SBC is provided, configured and maintained by the customer or partner in a hybrid implementation. Additionally, other SBCs not previously certified could be utilized provided they meet the technical requirements outlined in the Qualification form for Avaya Infinity™ platform; However, Avaya will not be able to ensure connection success or timely delivery for such SBCs. It is important to note that utilizing an Avaya Session Border Controller (“ASBC”) will provide optimum connections and maximized features.

- The following SBC models will be supported for BYOC Hybrid connectivity:
  - Avaya SBC, version 10.x or higher.
  - Audio Codes SBC, version 7.24 or higher.
  - Ribbon SBC, version 10.x or higher.
  - NextGen SBC, NX-B5000, version 7.1 or higher.
  - Oracle SBC, AP xxxx, S-Cz9.x or higher.
- Please be advised that Avaya does not assume responsibility for the use of a 3<sup>rd</sup>-party Session Border Controller (“SBC”). All operations, configuration and maintenance are solely the customer’s or partner’s responsibility.
  - In case of **Avaya Session Border Controller (“ASBC”)** only, Avaya Professional Services offer an additional implementation service package which provides integration and programming tasks for integrating customer's existing PSTN carrier with Avaya Infinity via a BYOC Hybrid trunk. For more details on the scope of this implementation package, please check the most current ACES service catalog on this [link](#).
- Number termination at customer’s on-premises solution.
- Connectivity between on-premises certified SBC and Avaya Infinity™ through a dedicated trunk
- Existing SBC can be used if requirements outlined in the Qualification form are met.
- Presales Qualification form / Checklist must be reviewed, and requirements must be met before placing an order.
- Only this type of carrier integration is supported with Avaya Infinity™ when leveraging Voice Orchestration deployment with on-premises customers.

For clarity, Customer is responsible for bringing their own carrier for interconnection to Avaya Infinity™ platform. The Customer is solely responsible for contracting and providing all SIP inbound, outbound and/or network connectivity (including network security) required by the Avaya Infinity™ solution to provide the Service to Customer. Customers shall provide or contract directly

with 3rd party telecommunications service providers for all connectivity to and from End Users/callers. Avaya is not involved in any contract or price negotiation between Customer and Carrier.

In relation to your use of BYOC, customers need to pay their carrier as per commercial agreement between them and their carrier. Avaya charges a per minute usage fee on top of their Carrier charges.

Avaya will provide to You a monthly allowance of BYO-Carrier minutes without additional usage fee, allocated on a per-Agent basis for each bundle type as described in the table below ("Fair Use Allowance").

Bundle Type	Monthly Allowance of Free BYOC Mins	
Voice Orchestration Fixed	250,000	
Agent Bundles	BYO WEM	Verint WEM
Essentials Digital Concurrent Agent	Not Applicable	Not Applicable
Essentials Digital Named Agent	Not Applicable	Not Applicable
Essentials Voice Concurrent Agent	4,875	6,500
Essentials Voice Named Agent	3,750	5,000
Advanced Concurrent Agent	4,875	6,500
Advanced Named Agent	3,750	5,000
Ultra Concurrent Agent	Not Applicable	6,500
Ultra Named Agent	Not Applicable	5,000

Avaya will calculate the monthly BYOC minutes consumed and bill Customer an overage charge per minute for any consumption of BYOC minutes that exceeds the Fair Use Allowance.

Applicable To	Overage Pricing	Metric
Bring Your Own Carrier usage	\$0.0010	Per each additional minute

For complete details of Avaya BYO-Carrier offer add on for Avaya Infinity™, please refer to Avaya Bring Your Own Carrier offer definition: <https://sales.avaya.com/documents/1399839905509>

## 8.9 Avaya Real Time Voice Transcription

In relation to Your use of Avaya Real Time Voice Transcription, Avaya will provide to You without additional charge a monthly allowance of Voice Transcription minutes, allocated on a per-Agent basis for each bundle type as described in the table below ("Voice Transcription Fair Use Allowance").

Bundle Type	Monthly Allowance of Free Voice Transcription Mins	
Voice Orchestration Fixed	Not Applicable	
Agent Bundles	BYO WEM	Verint WEM
Essentials Digital Concurrent Agent	Not Applicable	Not Applicable
Essentials Digital Named Agent	Not Applicable	Not Applicable
Essentials Voice Concurrent Agent	50	75
Essentials Voice Named Agent	50	75
Advanced Concurrent Agent	100	100
Advanced Named Agent	100	100

Ultra Concurrent Agent	Not Applicable	1,950
Ultra Named Agent	Not Applicable	1,500

For Voice Transcription usage exceeding the Fair Use Allowance, Avaya will bill You an overage charge as described below:

Applicable To	Overage Pricing	Metric
Avaya Real Time Voice Transcription usage	\$0.01	Per each additional minute

## 8.10 Avaya CCAI Virtual Agent

To fully capitalize on the promise of AI, Avaya has natively integrated Google's Cloud Services into our platform. Google's CCAI development platform Dialogflow provides a rich development interface to create and manage virtual bots, with features like Git integration, Continuous integration, and deployment (CI/CD) and the support for multiple environments like dev, test, UAT and prod.

The platform's robustness and maturity allow it to handle different omnichannel automation scenarios and fulfill a broad range of requests. As a result, Avaya CCAI provides a strong value proposition for any enterprise looking to implement automation with AI into their contact centers.

Avaya Infinity™ leverages Avaya Contact Center Artificial Intelligence (CCAI).

Avaya Contact Center Artificial Intelligence (CCAI) is much more than a bot with scripted responses as it can provide resolution to known requests or escalate the interaction to a live agent. This provides improved customer experience AND increased operational efficiency. Virtual Agent utilizes Natural Language Processing (NLP) and conversational AI, together with natural language understanding (NLU) and machine learning to create advanced applications that enable more human like integrations for customer experience use cases.

AI CCAI can be programmed to do many of the same things that a human agent would do during a customer service interaction. Asking questions and responding courteously, verifying what the user wants before performing a service, and even consulting the organization's knowledge base or service catalog for additional information are all functions that can be performed by a virtual agent.

### Avaya CCAI offers the following advantages:

- **Rapid onboarding and deployment:** The Cloud-based framework permits rapid onboarding and deployment of a voice virtual agent for both proof of concept and production without requiring complexity associated with the traditional speech application development
- **Provide immediate, conversational, 24/7 service:** In today's digital age of instant gratification, this technology enables customers to reach their customers immediately without putting them through a long phone tree or placing them on an extended hold
- **Improved First Contact Resolution:** Virtual Agents enable companies to detect the context of a customer inquiry more accurately.
- **Equip Agents:** Live agents can provide immediate assistance by receiving full context of the virtual agent journey with the transcription of the interaction between the caller and the

virtual agent. A more personalized user experience and a better grasp of the customer's intent than standard voice-activated call trees

- Improved SLAs: By automating data collection through bots, presenting that data summarized and using that data to assist agents with contextual data related to the conversations, overall contact center SLAs are improved in a consistent way.
- Once the virtual assistant is fully integrated and trained, it becomes a true asset for the agile contact center. It can be adapted to changes in the business's offerings, processes APIs, and data with minimal manual adjustments and improves the customer's ability to self-serve through the platform over time.

## Key Features

Here are some key features offered by Avaya CCAI:

- AI Virtual Agents
- Generative AI with AI Virtual Agents
- Custom Voices
- Text Translation
- Agent Assistants
- Real-time Summarization

For more details on features description, languages supported, billing matrix and budgetary pricing please refer to Avaya CCAI Offer Definition:

<https://sales.avaya.com/documents/1399773591899>

## 8.11911 Inform Location Discovery Solution (LDS)

Avaya provides enhanced 911 services compliant with current US legislature (Kari's Law and Ray Baum Act) from Third Party Service provider 911inform, LLC. The 911inform LDS is available in USA for Avaya Infinity™ agent users subject to additional terms and conditions from 911Inform ([911inform LLC, Licensing Terms](#) and [911inform LLC, Support Terms](#)) that will be flowed down to the Customer in the [Service Description](#). The user bundle is priced separately and is a required add-on to the standard Service. Customers are legally liable to create users (Agents and Supervisors) within the correct countries and regions, additionally users are required to set their specific location details within E911 Inform platform. A mandatory one-time setup fee is required.

The service provides the following capabilities:

- Browser based application in support of alarm notification and end user location management.
- Automated system that manages and tracks 911 records for both wireline and wireless devices.
- Device is tracked by their MAC address.
- Eliminates need of DIDs that are being assigned for 911 reporting purposes.
- Records are updated in near real-time as soon as a user has confirmed and saved their location information.
- Can share DID across remote workers.
- 933 Test Calling

- Text and Email notifications
- 20 Emergency Call Relay Center (ECRC) calls per year.

Optional features below are available for an incremental price:

- Interactive Mapping: Floorplans are interactive allowing emergency locations to be updated real time.
- Rapid SOS: With Rapid SOS coverage, floorplans can be delivered to the PSAP at the time of emergency call. This will provide exact location of the device from which the 911 call was made.
- Emergency Call Rely Center (ECRC) calls: ECRC calls are calls for which the caller's address has not been successfully provisioned in the 911 service. Inform911 provides 20 ECRC 911 calls per year. However, if a customer's agents or administrator have not correctly set up the agent location address, the calls go to the ECRC queue for support. If the 20 calls supported by ECRC are exceeded, there is a charge by Inform911 for another group of 20 ECRC Charges.

911inform LDS Bundles	Metric	1YMO	1YAN	3YMO	3YAN	5YMO	5YAN
NG911 Named Seats Monthly Price	Per Provisioned User/Named Agent	\$1.10	\$1.10	\$1.10	\$1.10	\$1.10	\$1.10
NG911 Named Seat One Time Setup Fee (via ACES package)	Per Provisioned User/Named Agent	\$6.00	\$6.00	\$6.00	\$6.00	\$6.00	\$6.00

911inform Optional Add-Ons	Metric	1YMO	1YAN	3YMO	3YAN	5YMO	5YAN
NG911 Rapid SOS	Per location Monthly price	\$150	\$150	\$150	\$150	\$150	\$150
NG911 Interactive Mapping	Per floor One-Time price	\$1300	\$1300	\$1300	\$1300	\$1300	\$1300
ECRC Charges above 20 Annual (via ACES package)	ECRC Charges above 20 Annual	\$3,000	\$3,000	\$3,000	\$3,000	\$3,000	\$3,000

## Service Exclusions

The following are exclusions and not provided with the Service:

- Local Survivability - should the End Customer's broadband connection, PSTN service, or electrical power fails or is suspended or interrupted, or any other issue interrupts Customer's network or geolocation service, the 911 service shall also fail. Avaya is not liable for any claims arising from such failures.
- 508 VPAT currently not available.

## 9 Quoting & Ordering

Quoting and ordering of Avaya Infinity™ bundles is done through Avaya Store, which enables self-service quoting for the offer bundles and associated ACES offers.

### Accessing Avaya Store

There are 2 options to access Avaya Store:

1. Direct Access to Avaya Store URL: <https://avaya.com/store>
2. Access from the Commercial Tools Landing Page URL:
  - [www.avaya.com/ebizu](http://www.avaya.com/ebizu) (EMEA) or [www.avaya.com/ebizn](http://www.avaya.com/ebizn) (All other Regions)
  - From the Avaya Commercial Tools home page select 'Avaya Store' link from the Quote / Propose by Tool menu.
  - Chrome browser is recommended and requires Avaya SSO User ID & Password.
  - For SSO Support & Help contact: [acoinfo@avaya.com](mailto:acoinfo@avaya.com)

### Quoting steps:

- 1- The Shopping View is displayed on launch.
- 2- The sub menu contains Quotes (default View), Orders, Subscriptions & Approval Portal.
- 3- Click on Create New Quote to proceed with a brand-new quote.

The quotes are done through 4 steps:

- a. FL's Input the Subscription Service options, term and continue.
- b. Select ACES packages (Basic or Premium). Additionally, custom ACES as required.
- c. Input Account details like OTN, End Customer, contact info etc.
- d. Apply promotions and proceed to Quote Summary.

For details about Pending actions, Special Bids, Customer order forms and others, please refer to the [How to Quote the Avaya Infinity Solution](#) presentation at Sales Portal.

The quotes are done through 4 steps:

- a. FL's Input the Subscription Service options, term and continue.
- b. Select ACES packages (Basic or Premium). Additionally, custom ACES as required.
- c. Input Account details like OTN, End Customer, contact info etc.
- d. Apply promotions and proceed to Quote Summary

To order and resell the Service as a Partner, the Partner must have in effect with Avaya, as applicable: (i) a Distributor, Reseller, or Tier 1 Partner agreement ("Partner **Agreement**"), and (ii) a Hosted Cloud Services Amendment to their Partner Agreement.

Partners who execute an Avaya Partner Agreement and Hosted Cloud Service Amendment are authorized to resell the Service in the countries for which they are authorized and in which the service is available.

## 10 Pre-sales Engagement

Avaya Sales Associates and Channel Partners can get access sales tools and customer collateral on the [Avaya Infinity™](#) Sales Portal page for information to assist with pre-sale activities.

## 10.1 Request for Information (RFI) / Request for Proposal (RFP) Support

Proposal Management Support is available to Avaya Account teams only. The Proposal Management team is available to Project Manager, Assist, and Guide Account Teams in responding to Complex RFPs.

To request Proposal Management support, please enter a Case for your Opportunity via SFDC by choosing RFP/RFI /RFQ Support Requests. Don't forget to Submit your Case once you Save it. If you have questions regarding how to enter a Case, please contact your Regional Proposal Manager for training details.

For general questions about the RFP/RFI process please visit the Sales and Partners portal page at <https://sales.avaya.com/en/general/rfp/rfi-support>

## 10.2 Customer Demos

The [Experience Avaya Demo Platform](#) offers a variety of product and solution demonstrations on a versatile platform, all designed to deliver exceptional demo experiences. Demos are readily available and easily accessible following user-friendly instructions. Demos can typically be performed through a number of devices using a simple connection to the Internet and simple demo guides for each demo.

One of the demos exhibited is **Avaya Infinity™ Orchestration** that showcases a comprehensive and streamlined approach to managing customer interactions for different verticals such as Healthcare, Finance and Retail. It focuses on customer engagement through the lens of an agent and supervisor highlighting Avaya Infinity™ omni-channel orchestration.

### Value Proposition

- **Enhanced Efficiency:**
  - Quick and accurate responses to customer inquiries.
  - Reduced wait times, leading to improved customer satisfaction.
- **Seamless Integration:**
  - Smooth transition between Virtual Agents and human agents.
  - Effective handling of complex issues with the necessary human touch.
- **Superior Customer Experience:**
  - Personalized service tailored to individual customer needs.
  - Proactive approach to managing customer frustration and sentiment.
- **Data-Driven Insights:**
  - Access to detailed customer journey metrics.
  - Informed decision-making to enhance service quality.

### Personas

The primary persona for the Avaya Infinity™ Orchestration demo includes:

- **CX Agents:** Professionals responsible for managing customer interactions and providing support for various business services.



- **Customer Service Managers:** Individuals overseeing the customer service operations, looking to implement efficient and effective solutions to improve service quality.
- **IT and Operations Teams:** Teams focused on integrating and maintaining advanced orchestration systems to streamline customer service processes.
- **Customers:** End-users who benefit from quick, accurate, and personalized service, enhancing their overall customer experience.

## Innovation Areas

The Avaya Infinity™ Orchestration demo stands out in several key innovation areas:

- **Advanced Orchestration:** The demo showcases the seamless integration of Virtual Agents and human agents, ensuring a smooth transition between digital and voice interactions.
- **Sentiment Analysis:** The system's ability to detect customer frustration and escalate interactions to voice calls demonstrates a proactive approach to customer service.
- **Workflow Automation:** The demo highlights automated workflows for different use cases, reducing manual effort and increasing efficiency.
- **Customer Journey Insights:** Agents can access detailed customer journey metrics, allowing for data-driven decisions to improve service quality.
- **PII Redaction and Security:** The demo emphasizes the importance of data security by showcasing PII redaction and secure verification processes.

Please refer [Experience Avaya](#) Sales and Partner Portal page for further information on the demonstration environment.

Please note that when demonstrating roadmap capabilities, non-Disclosure agreements will be required.

## 10.3 Verint Opportunity Workbook

Before placing orders that contain Verint products, to ensure smooth and successful order placement and system provisioning, be sure to adhere to the mandatory process described below and make use of the Prefilled Verint Opportunity Workbooks:

Verint Opportunity Workbook Process and FAQ:  
<https://sales.avaya.com/documents/1625331773930>

# 11 Contractual Service Terms

## Written Agreement to the Terms of Use

Partner shall obtain the Customer's written agreement to the Terms of Use prior to acceptance of the applicable order and maintain a copy of each such agreement; Avaya shall have the right to obtain a copy of the same upon request.

If there is an express conflict between the terms of this Offer Definition, the Terms of Use, or the Privacy Statement, the Terms of Use will govern, followed by this Offer Definition and then the Privacy Statement, unless this Offer Definition expressly states otherwise.



Avaya may from time to time post a successor version of the Terms of Use, which will then automatically replace the previously applicable Terms of Use with respect to the Services provided by Avaya following the date of posting.

### **Amendments to existing Contracts**

The Service is designed to be flexible. Customers may elect to increase their monthly minimum agent commit at any time and the increase will take effect on the first day of the next month. Changes to a Customer's monthly minimum agent commit may be made using the change order process in Avaya's quoting and ordering tool. Customers can also use the change order process to add additional services.

## **12 Customer Readiness Document**

This document provides details and information on what should be prepared and set up for use of Avaya Infinity™ platform. It contains details about networking, setup and other information that is required for using the solution. This document will be updated to cover additional connection and feature detail of upcoming Avaya Infinity releases. The document describes technical and solution details to be used by customer technical teams to ensure they can have their systems set up ready to use Avaya Infinity platform.

Customer Readiness Document is available on the Avaya Infinity™ page on Sales Portal:  
<https://sales.avaya.com/documents/1625351939392>

## **13 Availability, Maintenance and Support**

For information related to maintenance activity, reporting a problem, resolution times and standard business hours of Avaya Support, please reference the [Avaya Infinity™ Support Document](#) for details.

## **14 Localization**

- Avaya Infinity™ Desktop, Admin and Analytics interfaces will be available only in English (US).
- Avaya Infinity™ Connection Designer interface will support the below languages:
  - English
  - German
  - French
  - Latin Spanish
  - Brazilian-Portuguese
  - Japanese
- Text-to-Speech: For the list of languages supported by native Text-to-Speech engine within Avaya Infinity™ platform, please refer:
  - [https://cloud.google.com/text-to-speech/docs/list-voices-and-types#list\\_of\\_all\\_supported\\_languages](https://cloud.google.com/text-to-speech/docs/list-voices-and-types#list_of_all_supported_languages)

- Virtual Agents in Google Dialogflow: The languages that Google Dialogflow supports. For more information about the languages supported by Google Dialogflow, see <https://cloud.google.com/dialogflow/cx/docs/reference/language>
- Avaya Real Time Voice Transcription will support the below languages:
  - English US
  - English UK (UK, India)
  - Spanish-Latin
  - Japanese
  - Brazilian-Portuguese
  - French-Canadian
  - German
  - French-Eu

Additional languages will be included in future updates to the service.

## 15 Service Level Agreement

Avaya Infinity™ service provides a standard Service Level Agreement (SLA). Details of the SLA can be found in the [Service Description](#).

## 16 Training Requirements

### Sales Accreditation: Avaya Infinity™ Platform Sales (ASRA-0025)

- The Avaya Infinity™ Platform Sales Readiness Associate (ASRA - 0025) validates that the candidate has passed the associated sales skill assessment (online test) and has a foundational understanding of the selling strategy behind the specified Avaya portfolio and the value it brings to support client's business needs.
- This training offer is available to Avaya focused partners only. Please reach out to your regional channel manager if you have any questions. Access to training will be restricted to approved partners. This will be controlled through pre-enrolling students, and they will get instructions on how to access training. The sales authorization in SFDC is granted once the training is complete, then the partner will be able to quote.

Course Number & Name (Linked LMS Description)	Audience	LMS Curricula
<a href="#">40730W - Avaya Infinity™ Platform Sales</a>	Avaya Partners / Associates	ASRA-0025
<a href="#">40730T - Avaya Infinity™ Platform Sales Proficient Test</a>		

The following table identifies technical training available for all Avaya/Partner Customer Engineers as well as Customers – including Administrators, Agents, and Supervisors.

Course Number & Name (Linked LMS Description)	Audience	LMS Curricula
35100W Consulting and Demonstrating Avaya Infinity™		Coming Soon

35100T Consulting and Demonstrating Avaya Infinity™ Online Test	Customer Engineers	
65100W Getting Started with Avaya Infinity™	All	Coming Soon
65200W Administering Avaya Infinity™	Administrators	Coming Soon
60560W Getting Started with Avaya Infinity™ Workflows	Administrators	Coming Soon
60570W Administering Avaya Infinity™ Workflows	Administrators	Coming Soon
65410W Using Avaya Infinity™ for Agents and Supervisors	Agents/ Supervisors	Coming Soon
65620W Avaya Infinity™ Custom Reports for Supervisors	Supervisors	Coming Soon

## 17 Service Catalog

### 17.1 Avaya Infinity™ platform

Avaya Infinity™ is a born-in-the-cloud contact center solution that offers total customer experience capabilities. It is a single solution designed from its foundation to be cloud neutral with support for cloud or premise deployments using cloud and cloud edge hybrid solutions. Furthermore, Avaya Infinity™ is based upon an open, scalable, and distributed microservices architecture leveraging the flexibility and benefits of container-based orchestration. Examples include automated deployment, management, and resiliency through container orchestration (e.g., Kubernetes) as well as access to Avaya's latest innovative services with zero downtime upgradeability and Avaya CI/CD integration.

Avaya Infinity™ provides a suite of capabilities to orchestrate, track, interact and report across voice and digital (webchat) channels and other integrated media channels. An open, API-first architecture, leveraging APIs for many capabilities exist to enable easy customization and integration into a customer's back/front office ecosystems and other 3rd party systems spanning integrations such as CRMs.

The solution also provides tools for both agents and supervisors. Agent tools consist of a browser-based WebRTC enabled unified client application for voice and digital channels. Supervisor tools include a reporting dashboard, and historical and real-time reports. Additional supervisor tools such as live monitoring and quality management are also included as part of Avaya Infinity™. All call interactions can be recorded and stored for compliance and quality control purposes.

### 17.2 Media Separation

A core part of a traditional premise contact center application is to include media processing within it. Frequently, we think of this as just voice capabilities, but in a true omnichannel environment, this also means digital capabilities. Digital channels can bring new challenges related to interaction patterns. The interaction models that have worked for years for voice no longer apply for digital since digital is asynchronous and in an always-on mode.

There is a strong desire from customers for richer interaction patterns that provide for:

- Continued context flowing across the different channels
- Inclusion of more than one participant in active engagements about a conversation

- Support for non-human interaction patterns (human to machine and machine to machine) via the support of BOTs and other Artificial Intelligence (AI) driven automation

Media separation enables Avaya to introduce a game-changing interaction approach:

- A new interaction model that considers participants, engagements, and conversations (not just dialed numbers and connections)
- Context to flow and be exchanged across participants, engagements, and conversations, increasing the overall customer experience, and reducing the need for repetition
- Accountability to consider more specific metrics that are related to concepts that span outside of a discrete interaction into multiple ones (conversation)
- Formalize the concept of a conversation room that acts as a logical bridge to bring interested parties - both human and robotic - in support of automated assistance

### **17.3 Microservices**

Microservices-based architecture enables loosely coupled services to be brought together and utilized. Key benefits of microservices-based architecture include:

- Providing a horizontal scalable and secure solution
- Increased resilience with decoupled services and data
- Faster time to market
- Easier upgrades and continuous delivery
- Evolve features and functionality in a layered approach

### **17.4 Secure Public APIs**

Avaya Infinity™ offers secure public APIs enabling customers to build integrations and extend base platform capabilities. APIs follow Open API specification and are aligned to industry standard API culture and are offered as REST, Async or over WEB Sockets. APIs make use of API security key in addition to OAuth 2 token as security mechanism. APIs and SDKs offer flexibility and helps customers to innovate without disruption.

Avaya Infinity™ can integrate with many areas of the customer's business without the need to purchase additional development from Avaya or wait on additional features to be released. This increases the speed of adoption of Avaya Infinity™ throughout multiple areas of a customer's business. Common business areas include User administration, Analytics, Digital channel integrations, CRM integrations, and much more!

### **17.5 DevOps**

DevOps and Avaya Infinity™ are tightly coupled. DevOps streamlines development and operations so customer requirements can quickly make it into production, while Avaya Infinity™ automated provisioning and scaling accommodates application changes seamlessly.

DevOps is the combination of cultural philosophies, practices, and tools that increases an organization's ability to deliver applications and services at a high velocity: evolving and improving products at a faster pace than organizations using traditional software development and infrastructure management processes.

Key benefits of DevOps:

- Speed - Move at high velocity to innovate faster, adapt to changing markets, and grow more efficient at driving business results.
- Rapid Delivery - Increase the frequency and pace of features releases so customers can innovate and improve customer experience faster. The quicker Avaya releases new features, the faster you can respond to your customers' needs and continuing building a competitive edge.
- Reliability and Business Continuity - Ensure the quality of application updates and infrastructure changes to reliably deliver updates without affecting active users at a more rapid pace while maintaining a positive experience for end users.

## 17.6 Desktop

Avaya Infinity™ Desktop is an intuitive web browser based agent and supervisor desktop that delivers a single pane of glass to empower users with context across channels. With this desktop, users can engage customers regardless of the channel type. Avaya Infinity™ Desktop provides the tools and information that is designed to enable agents to perform specific tasks on any interaction type effectively while bringing key customer data from multiple sources into one area for agents and supervisors.

Avaya Infinity™ Desktop provides the following features:

- Unified agent and supervisor login
- SSO login with SAML V2 support
- Omnichannel support for web chat and voice
- Team View
- Multiplicity – allows an agent to handle multiple interaction cards simultaneously
  - Interaction cards
  - Templates (Quick Agent Responses)
  - Customer Journey
  - Change agent availability states (Reason Codes)
  - End Result & Interaction Type selection (Disposition Codes)
- Blind/Consult Transfer/Conference to Queue (Consult only for Voice channel)
- Blind/Consult Transfer/Conference to User (Consult only for Voice channel)
- Blind Transfer to External Number
- Supervisor Real-Time Agent Analytics
- Custom Tab (Embedding external URLs as iframes)
- Display key customer and interaction information

Avaya Infinity™ Desktop offers the following benefits for agents and supervisors:

- Agents:
  - Support customer voice and chat interactions
  - Omnichannel feed including transcripts of chat and voice interactions
  - Efficiently handle multiple interactions at same time
  - Access to the customer's journey to view history of interactions
  - Easy access to a library of templates to speed response time
  - Emoji, Markdown support for Agent with chat
  - Attachment support with Chat
  - Interaction view / Home tab to search for interactions based on predefined filters
  - Queue management that allows agents to select the queues to log into.
- Supervisors:
  - Monitor omnichannel agents
  - Service Observe (observe and claim) an interaction
  - Coaching (via private notes between agent and supervisor)
  - Access to Real-Time Dashboards
  - Access to Historical Reports
  - Forced Agent Logout/Login

## 17.7 Voice Interactions

The Unified Desktop includes an embedded WebRTC Capability, allowing agents and supervisors to make and receive calls from their web browser without the need of a separate telephone set or softphone, for Agents to manage voice interactions effectively by enabling them to manage their availability state, assign dispositions, and perform after call work updates. Voice features supported by the Unified Desktop include:

- Receive inbound calls
- Make outbound calls
- End a call
- Place a call on hold
- Blind/Consult transfer/conference a call to service/user
- Blind/Consult transfer/conference to an external number
- Service Observing Voice (Monitoring, Coaching, Barging-in)

## 17.8 Real Time Voice Transcription

Avaya Infinity™ supports enhances customer interactions and operational efficiency by providing accurate, real-time transcriptions of voice conversations. This service supports multiple languages, including English (US), English UK (UK, India) Spanish-Latin, Japanese, Brazilian-Portuguese, French-Canadian, German, and French-EU.

Agents benefit from real-time transcripts seen during live interactions assisting them handle queries more effectively and improve their performance (specially for customers with different accents). Supervisors can monitor conversations in real time, ensuring compliance and quality standards, and gain valuable operational insights for better resource planning.

The transcriptions displayed in a transcription widget on the Agent desktop. Live Transcriptions can also be processed through corresponding Message Workflows, allowing for enhanced listening and tailored workflows based on the person being transcribed (e.g., keyword mining for customers, quality assurance for agents). Completed transcriptions are stored in the customer journey service for later retrieval, with usage reports available for billing and general usage.

## 17.9 Customer Journey

With today's digital customer experience, customers are engaging with organizations in ways that may involve multiple interactions, such as via voice, email, messaging, and chat. One of the biggest challenges for organizations in this environment is providing agents the ability to visualize and update the customer journey as consumers transverse different channels and touch points.

Avaya Infinity™ provides agents and supervisors a visualization based on the interaction data of the customer with the contact center. It enables a complete 360-degree view of the customer journey across all interactions and supported channels. Each point in a customer journey represents an interaction the customer had with the contact center. Customer Journey visualization provides agents and supervisors with valuable context regarding the customer's past interactions with the contact center.

In the context of an active interaction, agents have the following capabilities:

- View all previous interactions for that customer in a single timeline view
- For each interaction, an overview of information relating to that interaction is provided
- For further information, each past interaction can be opened to access the complete details of that interaction including transcripts and associated tabs.

Outside the context of an interaction, agents have the ability to search for interactions based on predefined and custom queries. Examples of predefined queries:

- Active engagements
- My engagements
- Completed Engagements

## 17.10 Workflow

Avaya Infinity™ provides a centralized Workflows tool that enables Business Analysts, IT experts, and Workflow designers to build, deploy, and manage customer engagement logic across **Voice and Messaging** channels. It empowers organizations to define self-service experiences and

routing strategies using an intuitive, modular canvas — allowing for integration with external systems, dynamic decisioning, and personalized journeys across supported channels.

Some of the salient capabilities supported by the Workflow engine:

- **Visual drag-and-drop interface** for creating self-service and routing workflows
- **Multi-language execution**, including per-channel/prompt language mapping and validation before publishing
- **Modular task library**, including:
  - **Self-service modules**: Say + Collect (with DTMF for Voice, rich media buttons for Messaging), prompt validation, retries, and input handling
  - **Routing modules**: Configure and assign **Queues**, **Tags**, and **Priorities** for agent routing
  - **Decisioning modules**: Evaluate workflow conditions for multi-branch logic
  - **Call control modules**: Transfer with **custom SIP header**, **UCID**, and **UUI** handling, **Maximum Wait**, and **Exit on No Agent Available**
  - **Callback support**: Full **Immediate Callback (Agent First)** execution, including agent connection and outbound call
  - **External integrations**:
    - **Native Salesforce Connector**: Secure access to CRM objects with variable mapping
    - **Native Google Dialogflow Voice Integration**: Seamlessly execute pre-configured voice bots and map inputs/outputs
    - **REST API and Infinity Internal API modules**: Perform secure backend calls with throttling and built-in authorization
- **Execution Analytics**: View detailed, historical interaction data using **Avaya Analytics**
- **Workflow Replay**: Review and trace prior interaction executions to optimize and troubleshoot flows

## 17.11 Contextual Routing with Queues, Tags, and Priorities

Avaya Infinity™ delivers powerful **context-based routing** that ensures every interaction is directed to the most appropriate resource. Using a flexible combination of **Queues**, **Tags**, and **Priorities**, organizations can route and manage interactions based on real-time conditions, business context, and customer value — all without the rigidity of static routing models.

Instead of pre-defined attributes, **Tags** represent agent capabilities (e.g., product expertise, language skills), **Queues** define operational routing domains (e.g., Sales, Tier 2 Support), and **Priorities** control the urgency and routing order of interactions. This dynamic model supports responsive, scalable, and personalized routing strategies.

### Workflow-Driven Enhancements at the Queue Level:

Avaya Infinity™ enables workflows to be **directly assigned to queues**, allowing system administrators to define custom logic that responds to specific queue states and customer engagement scenarios:

- **Timed Workflows** – Trigger workflows after a configured time in queue (e.g., escalate if not answered in 10 minutes)



- **Exit No Agent Workflow** – Automatically execute logic when no agents are available in a queue (e.g., offer to schedule a callback or deflect to messaging)
- **Status Workflows** – Execute workflows on queue events such as agent disconnection, interaction drop, or routing changes
- **Embedded Workflows** – Initiate queue-specific workflows that guide agent behavior post-connection (e.g., verification, upsell steps, process scripts)
- **Messaging Workflows** – Analyze and transform each **interaction message** (Messaging) or **transcription block** (Voice) in real time. These workflows enable powerful features mentioned below by invoking and leveraging external services via webhooks:
  - AI-driven **summarization** of the interaction
  - **Redaction** of sensitive or regulated information
  - **Sentiment analysis** and tone detection
  - **Keyword tagging** or **intent extraction** for routing or post-processing
  - **Language normalization** or translation prior to agent assignment

## 17.12 Webchat

Avaya Infinity™ provides webchat SDK which can be easily embedded to a customer's website to start using chat. An example is using an organization's webpage where assistance can be provided to customers by offering a chat session with an agent. The Avaya customer is expected to supply their own chat solution with an integration to their webpage and it is up to the customer to implement it. Customers can use webchat SDK on their own using our documentation or contact Avaya Customer Experience Services (ACES) for custom SOW and quote to scope implementation services.

Once the chat session is initiated by the end customer, desired treatment to capture intent of the customer is provided using the Workflow or via integrated Bot. Finally, if Customer needs Agent assistance, then the interaction is queue to be matched against an Agent skilled enough to handle customer's request. Once a suitable agent is identified based on customer's intent, the skilled agent and customer are connected and begin exchanging messages. Either the agent or the customer can end the chat session.

The following Chat specific features are supported:

- Routing based on Queues and Context Data sent via Chat SDK
- Routing adjustment based on Estimated Wait Time
- Support for text-based chat messages
  - Agent/Automation ability to send Rich Text (Markdown)
- Chat transcripts storage in Customer's Journey
- Transfer to Queue/User
- Redirect on No Answer
- Automation Treatment before Customer gets to Agent
- Templates: Quick Text responses for Agents
- Observe Chat
- Coaching/Barge-in Chat
- Attachment Exchange

## 17.13 Avaya Contact Center AI

An AI Virtual Agent is much more than a bot with scripted responses as it can provide resolution to known requests or escalate the interaction to a live agent. This provides improved customer experience AND increased operational efficiency. Virtual Agent utilizes Natural Language Processing (NLP) and conversational AI, together with natural language understanding (NLU) and machine learning to create advanced applications that enable more human like integrations for customer experience use cases.

AI Virtual Agents can be programmed to do many of the same things that a human agent would do during a customer service interaction. Asking questions and responding courteously, verifying what the user wants before performing a service, and even consulting the organization's knowledge base or service catalog for additional information are all functions that can be performed by a virtual agent.

To fully capitalize on the promise of AI, Avaya has natively integrated Google's Contact Center AI (CCAI) into our platform.

Google's CCAI development platform Dialogflow provides a rich development interface to create and manage virtual bots, with features like Git integration, Continuous integration and deployment (CI/CD) and the support for multiple environments like dev, test, UAT and prod.

The platform's robustness and maturity allow it to handle different omnichannel automation scenarios and fulfill a broad range of requests. As a result, Avaya Contact Center AI provides a strong value proposition for any enterprise looking to implement automation with AI into their contact centers.

Avaya Contact Center AI offers the following advantages:

- **Rapid onboarding and deployment:** The Cloud-based framework permits rapid onboarding and deployment of a voice virtual agent for both proof of concept and production without requiring complexity associated with the traditional speech application development.
- **Provide immediate, conversational, 24/7 service:** In today's digital age of instant gratification, this technology enables customers to reach their customers immediately without putting them through a long phone tree or placing them on an extended hold.
- **Improved First Contact Resolution:** Virtual Agents enable companies to more accurately detect the context of a customer inquiry.
  - **Equip Agents:** Live agents can provide immediate assistance by receiving full context of the virtual agent journey with the transcription of the interaction between the caller and the virtual agent.
  - **A more personalized user experience and a better grasp of the customer's intent** than standard voice-activated call trees.
- **Improved SLAs:** Contact Center organizations have various SLAs they try to attain, for example, responding to a certain type of client requests in a certain timeframe or using a proper customer greeting at least 75% of interactions. Because of the intelligent automation capabilities, companies can ensure these goals are achieved in a consistent way

- Once the virtual assistant is fully integrated and trained, it becomes a true asset for the agile contact center. It adapts to changes in the business's offerings, processes APIs, and data with minimal manual adjustments and improves the customer's ability to self-serve through the platform over time
- Avaya Contact Center AI is an AI-enabled virtual agent for automation that leverages the Google Cloud. It is a perfect fit for customers wishing to leverage a cloud-based voice conversational automation flow. Avaya Contact Center AI is also well suited for customers looking for integrated automated use cases on a consumption-based model.

#### Key Features and Considerations:

- Google CCAI integration provides human-like automated bots which seamlessly interact with customers, offloading the live agents' utilization until the optimal time and then transferring all context gathered to the agent.
- Use AI Virtual Agents in addition to or as a replacement for existing Automation tasks.
- As AI Virtual Agent can understand customers intents, by using the Natural Language Understanding the system can be used to enhance customer experience selections.
- Generative AI - Generative answers in AI Virtual Agents allow your bot to find and present information from multiple sources (which may be internal or external) without requiring creation of topics. Generative answers can be used as primary information sources in your chatbot, or as fallback when authored topics are unable to address a user's query. As a result, you can quickly create and deploy a functional bot, without having to manually author multiple topics that may not address your customer's questions.
- One of the biggest advantages of Generative AI technology is its ability to process large amount of content, creating insights and answers via text, images, and user-friendly formats, that can be leveraged in a variety of use cases. For example, Generative AI can be used to:
  - Improve customer interactions through enhanced chat experiences.
  - Explore vast amounts of unstructured data through conversational interfaces and summarizations.
  - Assist with repetitive tasks like replying to digital interactions (emails, chat and messaging conversations), localizing content in different supported languages, personalized and context aware response, and more.
  - Generative AI is available in US English only.
- Custom Voices

Custom Voices for Avaya CCAI is available as an optional add on. This option allows for customers to choose to deploy their virtual voice agent using a "custom voice" that they provide to tailor the end user experience to something unique for their company. For example, a company may choose to hire a voice talent and market that voice as part of their brand and use it in all virtual agent voice interactions. This optional add on is now available and requires purchase of select codes from Avaya and select codes from Google directly.

- Text Translation

Google's Neural Translation system (NNMT) uses a large artificial neural network capable of deep learning. By using millions of examples, NNMT improves the quality of translation, using broader context to deduce the most relevant translation. The result is then rearranged and adapted to approach grammatically based human language. AutoML Translation lets you create custom translation models. These custom models return results from translation queries that are specific to your domain.

If you don't need a custom model solution, the Neural Translation provides translations for over 100 languages out-of-the-box. Text Translate Capability for AI Virtual Agent is available as another optional add on. This option lets customers choose to deploy their Avaya Infinity™ live text chat/messaging capability using a translate capability that will allow text chats to be handled in 2 different languages, one that the end user sees and uses and one that the agent providing the responses sees and uses. For example, an end user in the USA typing English could interact with an Agent in a foreign country who is typing in their native language, whatever that may be. This is a powerful capability that may allow agents to serve many different geographies without having to speak the language.

### **Avaya Contact Center AI Supported Languages**

- For comprehensive and up to date table of Dialogflow CX supported languages please visit the following link: <https://cloud.google.com/dialogflow/cx/docs/reference/language>
- For comprehensive and up to date table of Generative AI supported Languages please visit the following link: [https://cloud.google.com/vertex-ai/docs/generative-ai/learn/models#language\\_support](https://cloud.google.com/vertex-ai/docs/generative-ai/learn/models#language_support)

## **17.14 Analytics - Historical Reporting**

Avaya Infinity™ Analytics supports historical reports that display, report and summarizes the past performance of contact center resources over a specified time interval of their choosing.

Historical Analytics enables users to view historical reports to visualize the performance of their contact center over time (as contrasted against real-time reports, which show what is going in real time). Leveraging the presentation layer for Avaya Infinity™ historical reporting, users can view, execute, create, share, and customize historical reports. It includes historical reports that are ready to use out of the box and provide historical performance summaries. These reports are designed with flexibility to allow supervisors to easily modify or create new reports to meet specific needs.

Historical measures are based on 15-minute historical intervals, also with Daily, Weekly and Monthly roll-ups.

Historical reports and related capabilities:

- Standard Reports and Dashboards
  - Agent Configuration
  - Agent Login/Logout
  - Agent Performance Summary

- Agent Performance by Channel
- Agent Performance by Group
- Agent Performance Top 5 Summary
- Engagement Summary (CDR)
- Queue Performance
- Queue Performance by Channel
- Agent by Queue Performance
- Agent Not Ready by Reason Codes Report
- Disposition Codes Report
- Agent by Disposition Code
- Supervisor Monitoring Summary by Channel
- Workflow Summary Report
- Emergency Calls
- Customization
- Create new Charts
- Create new Dashboards using Charts
- Create new Dashboards and Charts using available metrics
- Customize existing Dashboards and Charts
- Customize Metrics
- Customize Calculated Measures
- Customize reports Styling (Colors, Images, charts, etc.)

Other supported features for Historical Reports.

- Email a report
- Export a report
- Schedule and subscribe to reports
- Print report
- Drill-down

## **17.15 Analytics - Real-Time Reporting**

Avaya Infinity™ Analytics displays in real-time up-to-date contact center performance statistics on dashboards within the Avaya Unified Desktop. Widgets on the Avaya Unified Desktop dashboard display statistical charts allowing supervisors and managers to monitor contact center performance in real-time. With access to statistics that update in real-time, such as the number of contacts waiting to be answered, answered / not answered, completed and the number of abandoned calls, users can view changes in contact activity as they occur.

The Avaya Unified Desktop provides real-time monitoring capabilities. The Avaya Desktop is the presentation layer for viewing and managing dashboards, views and widgets.

Real-Time reports within Avaya Infinity™ Analytics are configured to refresh every second. Supported measure types are Start of Day (Since Midnight for system time zone) and contact detail records.

Real Time Analytics includes several real time dashboards and views that are ready to use out-of-the-box. A Real Time Dashboard is a collection of one or more Real Time Data Views. A Real Time View consists of a reporting widget. These Real Time dashboards are designed with flexibility to allow users to easily modify or create new reports to meet specific needs.

Real-Time Charts supported:

- Bar Chart
- Pie Chart
- Column Chart
- Billboard
- Table
- Sankey diagrams etc.

Administrators can create dashboards that are public and available to all users. Supervisors can create private dashboards, visible only to the supervisor user that creates them. Supervisors can also make a clone of an existing default or public dashboard. Cloned dashboards become private to the user who cloned them.

Real-time dashboards:

- Agent by Queue
- Queue Summary
- Agent Performance (including Agent by Channel)
- Agent Behavior (Login/Logout)
- Contact Details (CDR)
- Queue Performance
- Not Ready Reason Codes
- Custom Views & Dashboards
- Custom Metrics
- Thresholds

## **17.16 Verint Voice Recording**

Many organizations record the interactions between customers and employees for liability protection, compliance, and quality management purposes. While these recordings can contain massive amounts of useful information, extracting actionable intelligence from them quickly can be challenging.

With Verint Call Recording, users can quickly search, replay, and report on calls by topic, which can dramatically reduce cost and time required for call reviews. The solution can even apply multiple tags to a single call, a benefit for long or complex calls.

Content-driven dashboards and intuitive reporting can help organizations gain a deeper understanding on why customers are calling, so they can take quick action.

Because Verint Call Recording is part of the embedded Verint Workforce Engagement Management suite, it can work seamlessly with other components of the solution such as Quality Management, Workforce Management, Speech Analytics and Desktop and Process Analytics to provide unique business process workflows that deliver greater value to the organization.

This full-time, enterprise recording and archiving solution can help enhance compliance, reduce liability, and support customer engagement management.

## **17.17 Verint Screen Recording**

Screen Recording captures employee screen data and keystrokes passively, either concurrently during the interaction, or standalone during back-office user activities. This powerful, proven solution can help your organization comply with industry regulations and standards, such as the Payment Card Industry Data Security Standard (PCI DSS), HIPAA, Dodd-Frank, GDPR, MIFID II, SEC 17a-4, SOX or FSA, expedite dispute resolution, and mitigate risk and liability.

- An undetectable back-end process that captures desktop activity and keystrokes
- No need for programming or deep integration

Currently, Screen recording is available for Voice interactions only.

For capturing screen recordings while Agents are handling Digital interactions, the following two options are available:

- Via the Verint Compliance Triggers add-on (not included with Screen Recording, chargeable extra)
- Via the use of the Verint EDM Interaction Capture Control API (not included with Screen Recording)
  - API enablement requires chargeable Professional Services engagement.
  - Widget development not included, requires chargeable Professional Services engagement

Screen recording captures the entire screen of the agent in a video, while the agent has an open Voice interaction. Supervisors can watch which tools were used by the agents during the voice interaction, how the tools were being used, were the right tools used, and how quickly the agents were able to provide the information to the callers. In addition to this, supervisors can also monitor what the agents were doing in after contact work. Based on the agent's behavior, supervisors can identify and remove the bottlenecks in the process and provide improved training to the agents to increase their efficiency.

With most contact centers moving to work from home, it has become more challenging to deliver training to the agents. This is where screen recording plays an important role. Supervisors can share the screen recordings of their top performing agents with the new hires and the agents that are not performing at par and show them the best practices on how to use the tools efficiently and

increase first call resolution. Adding a video component to training, is known to reduce cognitive overload and maximizes retention.

For government agencies and health care clients, screen recordings can be used to review if agents are following the required compliance and legal disclosure process.

## **17.18 Verint Quality Management**

Quality Management can help your contact center make the transition to omnichannel customer engagement. With this proven solution, you can efficiently select and evaluate large numbers of interactions across communication channels based on business relevance, employee performance, and customer input. It's a practical way to gain insight that would be difficult, if not impossible, to achieve by randomly sampling small numbers of interactions and evaluating them against inwardly focused metrics and processes.

With Quality Management, you can evaluate all the attributes of a customer interaction, including voice conversations and associated screen data, text-based interactions (such as messaging and chat, will be available with Avaya Infinity™ at a later date) from a single screen. The solution's omnichannel interaction player provides personalized access to speaker-separated audio waveforms, speech analytics categories, emotions, keywords, interaction tags, annotations, screen recording, applications used by employees, and employee profile information.

With Quality Management, you can design flexible, intelligent evaluation forms quickly and tailor them to specific interaction types. Quality scores can feed key performance indicators (KPIs) in scorecards, which in turn can drive performance-based coaching and eLearning. If you use Performance Management, you can immediately assign coaching and /or e-Learning sessions, either manually or automatically, to address skill and knowledge gaps detected during evaluations. You can even attach scorecard KPIs, policies, and other relevant information to the sessions.

### **NOTE:**

The Quality Management solution is available as part of the Advanced and Ultra Bundles for the voice channel. It can also be included as an add-on to the Essentials Voice bundle.

## **17.19 Verint Automated Quality Management**

Automated Quality Management can automate the entire contact center quality process, from scoring evaluations through assigning coaching. This solution can automatically score up to 100 percent of calls across all recorded phone interactions. It offers much greater insight than you'd receive from a small sample of calls while enabling you to focus your quality team on other activities that can add greater value to your business, such as analyzing calls, evaluating compliance, and providing targeted coaching.

With Automated Quality Management, customers can transform traditional quality processes by understanding agent performance and quality across all of the calls and making more informed decisions that can drive business improvements, such as:



- **Cost Effectiveness** — Balance customer satisfaction with operational efficiency by shifting contact center resources where they can deliver the greatest impact, without incurring unnecessary expense.
- **Risk Reduction** — Ensure that agents provide required disclosures and follow mandatory scripts, helping reduce the risk of non-compliance and potential associated penalties.
- **Customer Satisfaction** — Improve the quality of interactions between customers and agents by redirecting your resources to address individual employee gaps in knowledge, proficiency, and adherence to processes.
- **Employee Satisfaction** — Build agent satisfaction by assessing performance consistently, transparently, and objectively across every call, and share results with employees, managers, and executives.

#### NOTES

- Quality Management functionality is a mandatory prerequisite for Automated Quality Management
- Automated Quality Management includes 1 Language Pack by default. Additional Optional language packs may be purchased.
- Automated Quality Management is available as part of the Advanced and Ultra Bundles for the voice channel. It can also be included as an add-on to the Essentials Voice bundle.

## 17.20 Verint Workforce Management

Workforce Management helps simplify the complex task of hiring, forecasting, and scheduling, even with large numbers of employees, complex scheduling periods, and many queues to staffing profiles. Its intelligent interviewing features use AI and virtual interviewing to automatically assess an applicant's fit for the role. This unique capability helps elevate candidate quality, accelerate time-to-hire, and enhance employee retention.

The solution also incorporates features allowing users to work from anywhere — critical capabilities during the pandemic and afterwards, as staff return to the office. These features can help your organization support health and safety guidelines on site while providing employees with updates and assurance to feel confident about returning to the workplace. And as a cloud solution, it can free you from the burden of complex infrastructure and administration.

### Optimize Scheduling with Automation

Workforce Management can measure and leverage the talents and preferences of individuals and align their skills and proficiencies to produce optimum schedules. Employees can make schedule changes on the fly, while automation adjusts your staffing, so these changes won't cause you to miss your business targets. What's more, the solution includes built-in scorecards, allowing you to gain insight into what employees are doing, how effectively they're performing, and where they excel or need to sharpen their skills.

### Workforce Scheduling and Management

Today's workforce demands scheduling flexibility, work-from-anywhere options, and easy management of their own schedules. Workforce Management can help you provide employees with flexibility and work-life balance while still meeting service levels. It can:

- Accommodate dedicated, blended, or task-switching environments.
- Comply with government, union, and “time-banking” regulations.
- Schedule based on skill priorities that align with your contact routing strategy.
- Develop optimized, long-term plans for capacity, staffing, hiring, and vacation
- Use a mobile app to manage their schedules. Employees can access schedules from anywhere, create and monitor requests, receive notifications about status, and view KPI scores.
- Easily pick up extra shifts within the mobile app when the contact center is understaffed.
- Request preferences for start times by day, and preferences for days off in the week.
- View projections for periods of under- / over-staffing, enabling them to request blocks of voluntary time off, or overtime that aligns with their individual skills and proficiencies.
- Review published schedules, calculate time-off accruals, and check the status of shift swaps, shift bids, time off, and vacation requests.
- Post, negotiate, request, and withdraw shift swaps via the mobile app. Information is forwarded to managers for quick and easy processing.
- Create, withdraw, and be wait-listed on time-off requests down to the nearest minute, hour, or day.

NOTE: Workforce Management is currently only available for voice channel queues.

## 17.21 Verint Speech Analytics

Speech Analytics provides advanced functionality that can automatically surface intelligence from thousands — even millions — of recorded calls, so customers can take action quickly. This next-generation analytics solution can reveal the intelligence essential for pinpointing cost drivers, trends, and opportunities; identifying strengths and weaknesses with processes and products; and understanding how your offerings are perceived by the marketplace.

Right out of the box, Speech Analytics can provide sophisticated conversational analytics to automatically identify, group, and organize the words and phrases spoken during calls into themes, helping to reveal rising trends and areas of opportunity or concern. Going beyond merely isolating words used repeatedly during a specific time period, conversational analytics can identify and group words that are different, but contextually related to a particular topic, such as relating overage, minutes of usage, and late charges to “fees.”

With this functionality, customers can quickly build categories that reflect current customer issues and concerns across thousands of calls, helping them to take action right away. You don’t even need to tell Speech Analytics what to look for — the solution can identify themes automatically, continually refine them, and add new themes over time. It’s a practical and powerful way to help business users continually stay on top of customer perceptions and what’s being said during calls.

### NOTES:

- Speech Analytics is part of the Avaya Infinity™ Ultra Bundle as either Concurrent or Named Agent unit of measure.
- Speech Analytics is also available as an add-on for the Essentials Voice and Advanced Bundles as under two different units-of-measure: Named Agent and Kilo-Monthly-Minutes.

The two cannot be combined for the same subscription and the selection is done via the Avaya Store optional add-ons.

### **Speech Analytics – Additional Languages**

Speech Analytics includes 1 Language Pack by default. For customers requiring additional language support, optional language packs may be purchased.

### **Speech Analytics – Line of Business**

Speech Analytics Line of Business is an optional licensed and priced add on to Speech Analytics. It is a productized services allowing customers to have the ability to have separate Speech Analytics Data Dictionaries for their different Lines of Business.

For Example, a customer Sales organization will have a set of Speech Analytics words and phrases that are relevant to Sales Agent and customer. A Line of Business Data Dictionary is created for Sales. The customer may also have a Technical Support organization. This organization require have a set of Speech Analytics words and phrases that are different that Sales Organization. Customer may purchase Speech Analytics Line of Business to cater to Technical Support organization.

## **17.22 Verint Application Visualizer**

Application Visualizer is an innovative, cloud-based, desktop analytics solution that provides contact center leadership and staff with visibility into employee desktop activity. This enterprise-scale solution captures real-time application usage and groups the applications into predefined categories, such as production-related, non-production, idle, and inactive time. Managers can compare application usage against scheduled or actual productive work time.

Application Visualizer unobtrusively captures application and web usage data for each employee directly from the desktop without including screen captures or video, eliminating potential distractions and protecting employee privacy. The solution can help improve the customer experience while reducing costs by giving managers insight into:

- Opportunities to increase productivity and capacity, reducing costs and the need for overtime.
- Agents who are struggling and need coaching to improve performance.
- Best practices of top performers to share with others.

## **17.23 Verint Application Triggers**

Compliance Trigger is an innovative, cloud-based solution that provides contact center leadership with the assurance that their center is complying with the appropriate rules, regulations, and processes. It can trigger actions based on real-time desktop events to help ensure compliance, such as pausing and resuming recording, or generating pop-up alerts with process step reminders for employees. Compliance Trigger uses desktop events to initiate a variety of actions, including:

- Pausing and resuming interaction recordings to meet Payment Card Industry (PCI) security standards.

- Tagging interactions with non-telephony-based data tags for easy search and retrieval in compliance audits and quality reviews.
- Providing simple reminders to accurately guide agents in real time through compliance-governed processes.

With this proven, enterprise-scale functionality, you can provide essential compliance-related information and guidance to employees at appropriate or critical points in a process. It's a proactive approach for deterring non-compliant behavior. Moreover, the data captured can also enhance your quality management processes. Specific interactions can be tagged and retrieved for targeted and effective feedback that helps improve employee performance and the customer experience.

#### NOTES:

- The use of the Interaction Capture Control API is unlocked by purchasing this add-on
- In case a customer requires to use the Interaction Capture Control API without purchasing the complete Compliance Trigger add-on, a chargeable Professional Services engagement is required to enable and configure the API connectivity.

## 17.24 Verint Desktop and Process Analytics

Desktop and Process Analytics (DPA) captures and analyzes information concerning how users interact with their business-critical software applications. DPA Applications provide a detailed analysis of application activity, information that the enterprise can use to optimize business processes and improve the use of enterprise resources.

- **DPA Application Analysis**  
Application Analysis allows users to obtain detailed information on how the employees interact with the technology of the organization. This analysis is achieved by defining windows and web-based modules that provide application usage statistics that are monitored and collected for reporting purposes.
- **DPA Reporting**  
DPA reports allow users to view predefined sets of Application Analysis, Event Triggering, and Process Analysis reports. The reports enable analysis of application usage, tracking of fired triggers, and analysis of the flow of events.
- **DPA Application Event Triggering**  
DPA triggers allow users to recognize events that occur in software applications and to use these occurrences to trigger other actions. The actions triggered can be to notify a supervisor of a critical event, to remind an employee to up-sell on a product order, or to enforce a compliance-related action. Event Triggers are also used to take information from one application and populate specified fields in other applications.
- **DPA Process Discovery and Analysis**  
DPA Process Discovery and Analysis allows users to visualize and analyze the workflow of events, steps, and processes. Process Discovery is used to investigate how business processes are implemented, while allowing users to identify best practices and process

compliance issues. Process Analysis recognizes entire business processes spanning several software applications and multiple complex steps.

## 17.25 Verint Interaction Export

Included with Essentials Voice, Advanced and Ultra Bundles.

For Avaya Customers who must export their interaction data, Interaction Data Export supports simple and intuitive user interface to export their raw interaction data in bulk and at scale

### Key Features

- Exports stitched audio or un-stitched screen interactions along with a standard set of interaction metadata.
- Ability to Export to customers Local or S3 Storage
- Single export campaign with based on interaction date/time
  - Single Campaign Example: Export data Every Saturday at 12 AM
- Tenant facing usage reports

### Supported Export Formats

- Export as SCN+WAV (As Recorded only).
- Metadata as json files.

### Use Case

- All interactions and metadata need to be exported outside of Verint in a non-proprietary format for analysis, archiving, or storage in a data warehouse.

### Optional – Interaction Export with Processing

For Avaya customers with comprehensive business criteria to select and export interactions, Interaction Data Export with Processing supports broad export capabilities of normalized interactions for easier consumption by 3rd party applications.

This feature is referenced by the Product Documentation as “Interaction Data Export with Preparation”.

### Key Features

- License controlled paid option
- Support for multiple simultaneous export campaigns.
- Comprehensive export campaign selection criteria.
- Multiple Campaign Example:
  - Campaign 1: Export Sales Agent data Every Saturday at 12:00AM
  - Campaign 2: Export Support Agent data Every day at 11:00 PM
- Additional Export Transcoding CODEC options
- Tenant facing usage reports

## Supported Export Formats

- Export transcoding to AVI (as recorded) or SCN+WAV (As Recorded or transcoded to G.711/ACC/MP4).
- Video Exported as captured (H.264)
- Text as json files.
- Metadata as json files.

## Use Cases

- An outsourcer needs to export interactions on an ongoing or one time basis to their tenants/customers.
- A customer needs to export a subset of their interactions based on specific criteria such as organization
- A customer needs to export interactions and their metadata for processing or storage outside of Verint but require a different storage codec or file format.
- A premise customer cannot support S3 storage and needs to export to SFTP or SMB.

## NOTE:

- This add-on is available under two different units-of-measure: Named Agent and Kilo-Monthly-Minutes. The two cannot be combined for the same subscription and the selection is done via the Avaya Store optional add-ons.

## 17.26 Verint Interaction Quality addon for QM

Interaction Quality measures the customers' perception of interaction quality through post-call and post-interaction surveys and feeds the data seamlessly into Quality Management workflows.

By supplementing the employee performance and behavioral compliance quality data with customer feedback, an organization can evaluate if an employee—human or bot—is adding to or detracting from the customer experience.

Additionally, managers can more easily uncover opportunities for coaching and enablement, helping to drive improved employee engagement. The solution can deliver a consistent, high-quality customer and employee experience by enabling organizations to measure total quality-performance, compliance, and the customer experience, across all communication channels.

## NOTE:

- Interaction Quality includes Verint Voice Survey capabilities.
- Requires Verint Quality Management as a prerequisite.
- Included as part of Ultra bundle.

## 17.27 Verint Voice Survey only

Verint Voice Survey delivers brief, context-sensitive voice surveys via IVR following an agent interaction. It captures key customer information and offers comprehensive analytics to assess the effectiveness of your people, products, and processes.

The insights enable you to take decisive actions for tangible business benefits.

Surveys are customizable based on your business rules, allowing customers to share their thoughts in their own words and enabling companies to elevate CX delivery.

**NOTES:**

- Included as part of Ultra bundle and available as an add-on with Essentials Voice and Advanced Bundles for the voice channel.

## **17.28 Verint Real Time Coaching Bot**

Real Time Coaching Bot Provides automated delivery of real-time guidance to improve performance and process around the following use cases.

- Complaint Handling Coaching - Automated delivery of real-time guidance on best practices for addressing specific complaints
- Compliance Coaching - Automated delivery of real-time guidance to improve agent adherence to compliance policies and processes
- Performance Coaching - Automated delivery of real-time guidance for agent behavior and next-best actions
- Sentiment Coaching - Automated delivery of real-time coaching content to improve customer sentiment based on the context and content of the interaction

NOTE: Verint Coaching Bot is only available for the Avaya Infinity™ voice channel.

## **17.29 Verint Interaction Wrap-Up Bot**

The Verint Interaction Wrap-Up Bot is an AI-Driven automated summarization tool.

Used anywhere there is a live interaction between a human agent and a customer, it augments the agent by automatically summarizing the conversation in real-time to automate the wrap-up. By automating call summary, the after-call work is reduced from 30-45 seconds to 5 seconds.

The Verint Interaction Wrap-Up Bot delivers precise summary notes, seconds after the call concludes. It leverages the Verint Da Vinci Real-Time Transcription and generative AI. Agents can review, edit and approve the summaries. Summaries are delivered to agent desktop for approval and publication via the Verint Work Assist client just seconds after a call concludes.

What is the Value?

- Reduce Operational Cost: Reduce expense of manual after-call summary creation, which can cost organizations millions of dollars annually.
- Gain Efficiency: Real-time nature of bot improves agent efficiency and enables agents to focus on customer interactions rather than lower-value effort
- Optimize Effectiveness: Deliver summaries in a consistent format reducing content gaps, eliminating bias, and increasing accuracy and quality
- Decrease Compliance Risk: Remove the risk of capturing sensitive customer data in handwritten notes or notetaking applications.

- Elevate Agent Experience: Replace mundane, manual post-call summarization to enable agents to quickly transition to helping the next customer.
- Improve Customer Experience: Thorough, accurate summaries in CRM help agents understand previous interactions and provide faster, more personalized support to customers.

## NOTES

- Only available with Essentials Voice, Advanced and Ultra Bundles for the voice channel.
- This add-on is available under two different units-of-measure: Named Agent and Kilo-Monthly-Minutes. The two cannot be combined for the same subscription and the selection is done via the Avaya Store optional add-ons.

### 17.30 Verint PII Redaction Bot

The Verint PII Redaction Bot is an AI driven, Cloud-based compliance solution. The bot would leverage the Da Vinci Transcription Engine to achieve an accurate transcription of the Avaya Infinity™ Voice interactions and generate an accurate redaction of sensitive PII information. The PII Redaction Bot can be used in compliance-sensitive environments together with the Compliance Triggers add-on to achieve two layers of protection.

Supports redaction of new interactions transcribed by the Exact Transcription Bot in the following languages: Cantonese, Dutch, English, French, Italian and Spanish. To redact interactions in additional languages, contact Support.

Where is it used?

Across any voice interaction between customer and an employee.

What does it do?

It redacts sensitive information such as credit card number, CVV number, expiration date, social security number, name, address, age from voice interactions. Playback redaction is privilege based and configured by the WFE platform administrator.

What is its value?

Increases PII compliance, including PCI DSS and reduces risk of penalties due to sensitive data leaks or breaches.

The solution supports redaction of all WFE applications via “replay redaction” of voice interactions:

- Speech Analytics
- QM/AQM
- Interactions
- Risk Management

## NOTES:

- Only available with Essentials Voice, Advanced and Ultra Bundles for the voice channel.
- Requires the Verint Da Vinci Speech Transcription add-on.



- This add-on is available under two different units-of-measure: Named Agent and Kilo-Monthly-Calls. The two cannot be combined for the same subscription and the selection is done via the Avaya Store optional add-ons.

## 17.31 Verint Da Vinci Speech Transcription

Verint Da Vinci Transcription Service capitalizes on the Verint semantic intelligence AI and over 70 patented technologies to provide a deeper understanding of the meaning and context contained in conversations. The service can accurately transcribe calls in more than 75 languages and dialects and offers market-leading transcription accuracy, including human-readable, term-level, and utterance-level formats. Transcripts include rich metadata such as speaker, start and stop timestamps, confidence level, and word placement to help your organization extract maximum value from this rich unstructured data.

The Verint Da Vinci Transcription Engine is a cloud-based service deployed in a way that enables fast and cost-efficient decoding. Verint Da Vinci services enable developers to leverage the artificial intelligence capabilities of Verint Da Vinci across the enterprise. With these services — alongside the standard Verint applications — our customers can realize even more value from the Verint Cloud Platform.

### NOTES:

- Da Vinci Speech Transcription feature is included with the standard Speech Analytics add-on.
- By purchasing Da Vinci Speech transcription separately (without Speech Analytics) customers can leverage the same capabilities and performance in order to transcribe audio recordings generated outside of the Avaya Infinity™ environment.
- Verint Da Vinci Transcription Service is implemented using REST APIs in Verint's Open API Standard. This enables a consistent approach to APIs available from the Verint Developer Portal. The APIs are secured and authenticated in the Verint Cloud using OAuth 2.0.
- This add-on is available under two different units-of-measure: Named Agent and Kilo-Monthly-Minutes. The two cannot be combined for the same subscription and the selection is done via the Avaya Store optional add-ons.

## 17.32 Verint Face to Face Recording

Face to Face Recording is an add-on feature to voice recording.

Face-to-Face Voice Recording is an innovative solution that automates the capture of audio and desktop screen recordings of interactions between employees and customers taking place in open-plan environments and conference rooms, such as bank branches, telecom service centers, or wealth management advisory offices. It helps ensure that employees comply with regulations and policies while offering deeper insight into how effectively they handle sales opportunities and other customer interactions.

Banking and other industry regulations can be very different by region, and global efforts to protect consumer rights make it important for organizations to use technology to ensure the right

procedures are followed. Having an electronic record of each customer conversation can help organizations monitor and evaluate the performance of their staff to ensure they are following required regulations and policies, especially with the current requirements of social distancing and reduced workforce capacity.

In addition, in many regions, compliance recording for privacy and financial advisors is being extended to face-to-face interactions. With Face-to-Face recording customers can:

- Centralize recordings from multiple locations, with a single point of administration.
- Better ensure quality and regulatory compliance while avoiding costly fines and protecting your reputation.
- Verify in-person conversations in the event of disputes or misunderstandings.
- Reduce or eliminate the need for traditional archiving solutions.
- Easily define retention and storage criteria capabilities, facilitating compliance with industry regulations on retention and archiving.

NOTE: Only available with Essentials Voice, Advanced and Ultra Bundles for the voice channel.

### **17.33 Verint TimeFlex Bot**

Time Flex, a Workforce Management (WFM) add-on application, allows you to change your working hours, without having to wait for approvals or use Paid Time Off (PTO). Time Flex encourages flexibility in employee scheduling, and aids in helping companies meet their staffing and service level goals.

Time Flex Bot uses proprietary AI to enable unlimited schedule changes for agents whilst ensuring that the schedule quality is maintained or improved. Empowers agents with unlimited, autonomous, schedule changes, resulting in improved employee experience, lower attrition, and lower unplanned absences.

- Radically increase schedule flexibility and employee work/life balance by empowering agents to make unlimited schedule changes
- Gain significant ROI from improved attrition, fewer unplanned absences, and elevated CX
- Proprietary AI enables agents to make their own schedule changes while maintaining overall schedule quality
- Get AI business outcomes now with fast deployment, seamless integration into existing Workforce Management solution, and smooth employee adoption

NOTE: Workforce Management is a prerequisite for this product.

## 18 Appendix

### 18.1 Go To Market

Avaya Infinity™ can be contracted in Direct, Wholesale, and Agency models. Wholesale is available for Avaya authorized resellers and requires approval to gain authorization. Avaya Agency programs are available through participating Technology Service Distributors (TSDs) or to Direct agents. The Avaya Wholesale enablement/authorization process and request form can be found in the sales tools collateral section on the [Avaya Infinity™](#) sales portal page.

To find all available incentives please refer to [Edge Reseller Programs](#), and [Sales Agents Incentives](#) portal pages.

The following table summarizes the contracting models and elements.

Element	Direct	Agency	Wholesale
<b>Avaya Contracting Agreement with:</b>	Customer	Customer	Authorized Reseller/Distributor
<b>Cloud Terms</b>	<b>Direct Agreement with Customer:</b> Customer must sign Avaya Master Agreement or customer transactional agreement	<b>Direct Agreement with Customer:</b> Customer must sign Avaya Master Agreement or customer transactional agreement; <b>Master or Direct Agent Agreement:</b> Agent must sign appropriate (Master or Direct) Agency Agreement with Avaya	Avaya Distributor or Reseller Agreement + Avaya Hosted Terms (if not already incorporated into Reseller Agreement)
<b>Partner/Agent compensation</b>	N/A	Master/Direct Agent Commission, SPIFF	Edge program based discounts, SPIFFs
<b>Service defined by:</b>	<a href="#">Service Description</a>	<a href="#">Service Description</a>	<a href="#">Service Description</a>
<b>Avaya bills:</b>	Customer	Customer	Authorized Reseller/Distributor

### 18.2 Offer Documentation

This offer definition contains links to relevant documents that need to be read as they complement the information necessary to understand the processes involved in a Cloud service selling process.

Document
<a href="#">Avaya Terms of Use for Hosted Services</a>
<a href="#">Avaya Acceptable Use Policy</a>
<a href="#">Avaya Infinity™ Service Description</a>

<a href="#">Customer Readiness Document</a>
<a href="#">Avaya Infinity™ Support Document</a>
<a href="#">Avaya Infinity™ ACES Service Catalog</a>
<a href="#">Avaya BYO-Carrier offer</a>
<a href="#">Avaya CCAI Developed with Google Cloud Service Description</a>
<a href="#">Request for Information (RFI) / Request for Proposal (RFP) Support</a>

## 18.3 Provisional Service Description

A preliminary version of the service description is available on Sales Portal for internal Avaya Sales use only: <https://sales.avaya.com/documents/1625351909318>

It is intended to support early customer conversations and opportunity development. Final service capabilities, SLAs, and commercial terms are subject to change prior to general availability. The information contained in this provisional document is provided for informational and budgetary purposes only. The information herein is not a commitment or an obligation to deliver the Avaya Infinity™ cloud service or service features, and Avaya reserves the right to make changes to the content and timing of the Avaya Infinity™ cloud service release or any service feature.

When Avaya Infinity™ becomes generally available for sale ("GA"), the applicable Avaya Infinity™ Service Description will be available here: <https://www.avaya.com/en/legal-service-descriptions/>

## 18.4 Material Codes

Avaya quoting and ordering tools uses the following material codes for the Service:

### 18.4.1 Avaya Infinity™ Offer Bundles

#### **Voice Orchestration Bundle – Fixed (does not include any Agents or Verint WEM)**

MATERIAL	SHORT DESCRIPTION	TYPE	NOTES
434851	Voice Orchestration Fixed	FIXED	Fixed/Flat Monthly Fee, Usage based pricing beyond fair allocation elements

#### **Avaya Infinity™ Agent Bundles – Named User (does not include Verint WEM)**

MATERIAL	SHORT DESCRIPTION	TYPE	NOTES
434870	Essentials Digital Named Fixed	FIXED	Named User - Committed usage price
434871	Essentials Digital Named Usage	USAGE	Named User - Same Price as minimum commit
434872	Essentials Voice Named Fixed	FIXED	Named User - Committed usage price
434873	Essentials Voice Named Usage	USAGE	Named User - Same Price as minimum commit

434874	Advanced Named Fixed	FIXED	Named User - Committed usage price
434875	Advanced Named Usage	USAGE	Named User - Same Price as minimum commit

#### **Avaya Infinity™ Agent Bundles – Concurrent User (does not include Verint WEM)**

MATERIAL	SHORT DESCRIPTION	TYPE	NOTES
434876	Essentials Digital Concurrent Fixed	FIXED	Concurrent User - Committed usage price
434877	Essentials Digital Concurrent Usage	USAGE	Concurrent User - Same Price as minimum commit
434878	Essentials Voice Concurrent Fixed	FIXED	Concurrent User - Committed usage price
434879	Essentials Voice Concurrent Usage	USAGE	Concurrent User - Same Price as minimum commit
434880	Advanced Concurrent Fixed	FIXED	Concurrent User - Committed usage price
434881	Advanced Concurrent Usage	USAGE	Concurrent User - Same Price as minimum commit

#### **Avaya Infinity™ Agent Bundles – Named User (includes Verint WEM)**

MATERIAL	SHORT DESCRIPTION	TYPE	NOTES
434894	Essentials Digital Named Fixed	FIXED	Named User - Committed usage price
434895	Essentials Digital Named Usage	USAGE	Named User - Same Price as minimum commit
434896	Essentials Voice Named Fixed	FIXED	Named User - Committed usage price
434897	Essentials Voice Named Usage	USAGE	Named User - Same Price as minimum commit
434898	Advanced Named Fixed	FIXED	Named User - Committed usage price
434899	Advanced Named Usage	USAGE	Named User - Same Price as minimum commit
434922	Ultra Named Fixed	FIXED	Named User - Committed usage price
434923	Ultra Named Usage	USAGE	Named User - Same Price as minimum commit

#### **Avaya Infinity™ Agent Bundles – Concurrent User (includes Verint WEM)**

MATERIAL	SHORT DESCRIPTION	TYPE	NOTES
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434888	Essentials Digital Concurrent Fixed	FIXED	Concurrent User - Committed usage price
434889	Essentials Digital Concurrent Usage	USAGE	Concurrent User - Same Price as minimum commit
434890	Essentials Voice Concurrent Fixed	FIXED	Concurrent User - Committed usage price
434891	Essentials Voice Concurrent Usage	USAGE	Concurrent User - Same Price as minimum commit
434892	Advanced Concurrent Fixed	FIXED	Concurrent User - Committed usage price
434893	Advanced Concurrent Usage	USAGE	Concurrent User - Same Price as minimum commit
434924	Ultra Concurrent Fixed	FIXED	Concurrent User - Committed usage price
434925	Ultra Concurrent Usage	USAGE	Concurrent User - Same Price as minimum commit

### **IVR Minutes**

Material	Short Description	Type	NOTES
434852	IVR USAGE	USAGE	Charge for IVR Minutes Usage beyond fair allocation

### **WebRTC Consumer Voice**

Material	Short Description	Type	NOTES
434853	WebRTC USAGE	USAGE	Charge for WebRTC Voice Calling Minutes beyond fair allocation.

### **BYOC Minutes**

Material	Short Description	Type	NOTES
434854	BYOC USAGE	USAGE	Charge for BYOC Minutes Usage beyond fair allocation

### **Virtual Agent Ready**

Material	Short Description	Type	NOTES
434855	BYOBOT USAGE	USAGE	Charge for Virtual Agent Ready Voice Minutes beyond fair allocation.

### **APIs**

Material	Short Description	Type	NOTES
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434882	API CALLS USG SUBS ADJLP	USAGE	Charge for API Usage beyond fair allocation
434883	API DATA OUT USG SUBS ADJLP	USAGE	Charge for each GB of data extracted using Analytics API

### **Cloud Storage**

Material	Short Description	Type	NOTES
434884	STORAGE USG SUBS ADJLP	USAGE	Charge for Cloud Storage Usage per GB beyond fair allocation.

### **Avaya Voice Transcription**

Material	Short Description	Type	NOTES
434950	VOICE TRANSCRIPTION	USAGE	Charge for Avaya Real Time Voice Transcription Minutes beyond fair allocation.

## **18.4.2 Avaya CCAI Virtual Agent Add-on**

All Avaya CCAI Virtual Agent elements are usage based.

Material	Short Description	Type	NOTES
415807	AVAYA AUTO AI VIR AGT ENH TXT	USAGE	Text session for interacting with Dialogflow CX agents - Per Turn
415808	AVAYA AUTO AI VIRTUAL AGENT ENH AUDIO US	USAGE	Audio session for interacting with Dialogflow CX agents - Per Sec
415809	AVAYA AUTO AI STD STT CLOUD SVCS USAGE	USAGE	Cloud Speech-to-Text Audio Length Standard (Logged)
415800	AVAYA AUTO AI VIRTUAL AGT BSC SENTMNT US	USAGE	Intent Detection Query Textual Sentiment Operations for Enterprise Agents
415801	AVAYA AUTO AI VIRTUAL MEGA AGT SMALL USG	USAGE	Mega AI Virtual Agent query with less than or equal to 2000 intents
415802	AVAYA AUTO AI VIRTUAL MEGA AGT LARGE USG	USAGE	Mega AI Virtual Agent query with more than 2000 intents
415664	AVAYA AUTO AI VIR AGT BASIC AUDIO INPUT	USAGE	Dialogflow ES, Audio Input with Speech Recognition and Intent Detection. <b>Not Currently Available with Avaya Infinity™</b>
415665	AVAYA AUTO AI VIR AGT BAS AUD INP W KNOW	USAGE	Dialogflow ES, Audio Input with Speech Recognition and Intent Detection with Knowledge API. <b>Not Currently Available with Avaya Infinity™</b>

415666	AVAYA AUTO AI VIR AGT BAS AUD OUT STD VC	USAGE	Dialogflow ES, Audio Output. Text to Speech (Standard). <b>Not Currently Available with Avaya Infinity™</b>
415667	AVAYA AUTO AI VIR AGT BAS AUD OUT WVT VC	USAGE	Dialogflow ES, Audio Output. Text to Speech (Wavenet). <b>Not Currently Available with Avaya Infinity™</b>
415803	AVAYA AUTO AI PREMIUM CLOUD STT LOG USG	USAGE	Cloud Speech-to-Text Audio Length Premium (Logged). <b>Not Currently Available with Avaya Infinity™</b>
415804	AVAYA AUTO AI STANDARD CLOUD STT USAGE	USAGE	Cloud Speech-to-Text Audio Length Standard. <b>Not Currently Available with Avaya Infinity™</b>
415805	AVAYA AUTO AI STANDARD CLOUD TTS USAGE	USAGE	Cloud Text-to-Speech for using standard voices. <b>Not Currently Available with Avaya Infinity™</b>

### 18.4.3 911 Inform LDS Add-On (available in US only)

MATERIAL	SHORT DESCRIPTION	TYPE	NOTES
434958	911 INFORM FXD SUBS	FIXED	Provisioned user/ Named Agent Committed Monthly price
434957	911 INFORM USG SUBS	USAGE	Provisioned user/ Named Agent Overage Monthly price
434955	911 INFORM SETUP FIXED	FIXED	Per Provisioned User/Named Agent One Time Setup Fee
434959	911 INFORM RAPID SOS OTIME SUBS	FIXED	Optional; Per location Monthly price
434960	911 INFORM INTACT MAP OTIME SUBS	FIXED	Optional; Per floor One Time price
434956	911 INFORM ECRC	FIXED	ECRC Charges above 20 Annual