



Composing a Better Home Office Communications Experience

In an office environment, the business IT team has historically determined the communications apps that employees use and also orchestrate technology integration and usage to maximize employee productivity and customer satisfaction. This has resulted in an office environment that generally delivers high consistency, control, and productivity for business communications.



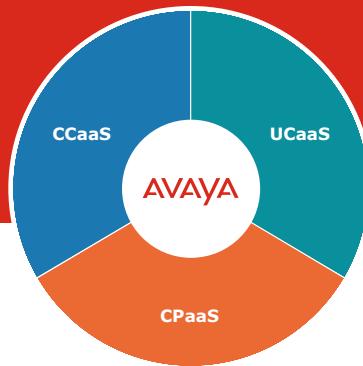
In the past, monolithic systems limited the amount of customization and personalization available to the IT staff when supporting home office workers. Recently, some vendors such as Avaya have moved toward a more “composable” technology architecture, delivering a set of communication components that can be easily leveraged and combined to deliver more effective employee and customer experiences. This is one of the benefits of the Avaya OneCloud™ framework.

Avaya’s “Composable Home Office” approach accelerates employee productivity and drives higher levels of customer satisfaction – even when employees are working outside of the business office. The Composable Home Office has four elements that comprise each solution: Building blocks, an Experiences Composition Architecture, Experience Building Services, and the Avaya OneCloud Framework.

By contrast, research indicates that today’s home office is a mishmash of various technologies. Employees are trying to do the best they can with the communication tools available to them -- but often these are not as efficient as what they had in the office. An example of this is the use of a mobile phone instead of a business desktop phone with access to the many associated productivity features. The IT staff has little or no control over the home office employee communications experience.

The importance of this communications composability and orchestration is none more apparent than in the home office – the place where many find themselves working in today’s challenging global pandemic environment.

Avaya Composable Home Office Architecture



Building Blocks

- Physical
- Virtual

Experiences Composition Architecture

- Avaya OneCloud UCaaS
- Avaya OneCloud CCaaS
- Avaya OneCloud CPaaS

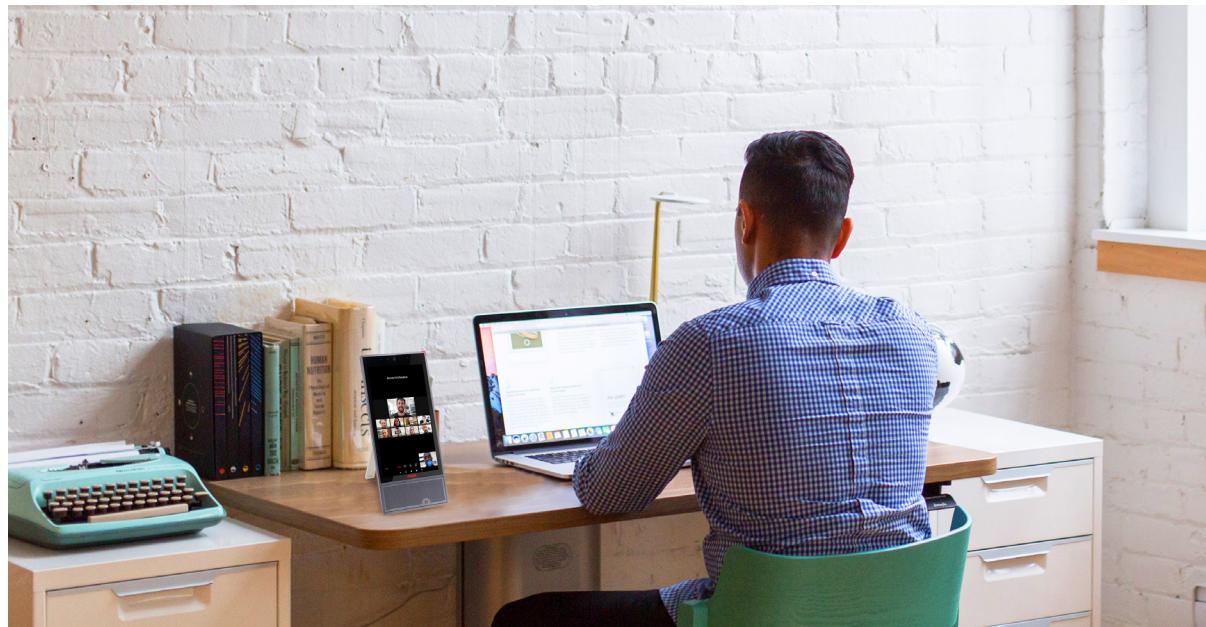
Experience Building Services

- Avaya + Customers
- IT + End Users

Avaya OneCloud™ Framework

- Application Ecosystem
- Layered Innovation

The components that function as building blocks for Composable Home Office solutions include both physical and virtual objects.



Avaya headsets, USB cameras, and conferencing devices provide the most basic level of composability – in that they can easily connect and be used to enhance any communications software that runs on a laptop or personal communications device.

Avaya IP Phones provide an additional level of composability – in that they work together with Avaya OneCloud UCaaS , CCaaS, and CPaaS software to enable the delivery of personalized communication capabilities to any logged-in device, and empower employees with the ability to fine-tune their desktop with one-touch access to most important apps and communication tools.

The Avaya Collaboration Unit CU360 and Avaya Vantage™ provide maximum composability – in that they can run almost any Android™ application. Business IT teams can “push” apps to these devices and even create custom configurations to match the needs of specific types of employees. This empowers employees with the ability to personalize and customize their experience while ensuring that business IT remains in control of business communications.

Physical Building Blocks

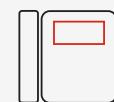
The physical components include the full portfolio of Avaya devices – each having varying levels of composability.

Avaya physical building blocks are purpose-built to maximize home office workforce communications productivity.



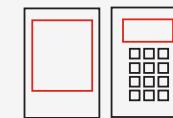
Open Endpoints

- Audio
- Video



IP Phones

- Desktop Composability



Avaya Vantage™

- Maximum Personalization
- Business Feature Access
- Millions of App Combinations



Avaya Collaboration Unit CU360

- Maximum Interoperability

Virtual Building Blocks

The virtual components that can be leveraged for home office solutions include a range of Employee Experience and Customer Experience capabilities. Customer experience categories include getting connected, process orchestration, managing resources and knowledge and insight. These empower remote customer service agents with the same capabilities they have in the business office.

Avaya OneCloud™ UCaaS, in particular, delivers powerful capabilities that can dramatically increase home office worker productivity – including over 100 calling features. Employee experiences can be fashioned from the broad range of capabilities delivered across calling and messaging, immersive collaboration, and meetings and conferencing. It also enables communications personalization to be consistent across business and home offices and keeps the business IT team in complete control of the employee communications experience.

Another building block is Avaya's Device Enrollment Services that facilitates no-touch experience deployment – when a physical device is part of the solution.



Virtual Building Blocks



- Getting Connected
- Process Orchestration
- Managing Resources
- Knowledge and Insight



- Instant Process Automation
- Experiences Enhancement
- Experience Building Services



- Meetings and Conferencing
- Immersive Collaboration
- Calling and Messaging

Experiences Composition Architecture

Avaya OneCloud UCaaS, CCaaS and CPaaS provide the platforms to create and deliver composed experiences to home office users. APIs contained within each of these can be combined with other APIs and with the physical components to deliver powerful employee experiences.

The fact that Avaya Spaces™ is built on top of the Avaya OneCloud CPaaS platform, and that this platform is designed to maximize the potential of the API economy, makes this an especially powerful tool for composing new experiences. This platform also currently boasts thousands of developers and many technology partners.

Experience Building

Avaya Composable Home Office solutions benefit from many years of delivering employee and customer experiences including Avaya experiences co-development with customers and the facilitation of co-composition between business IT and employee end users.

A critical component of the Composable Home Office equation is having the expertise and know-how to design and deliver communications solutions. Avaya's services teams work with customers every day to co-develop business solutions that are resilient and supportable.

Many solutions are also designed to democratize the composability so that specific lines of business and individual users can fine-tune them to meet their specific needs - a new development in businesses that has been termed fusion teams.





Avaya Onecloud delivers the business communications capabilities that employees expect, and it also delivers the technology required to enable secure remote communications whether the core solution is on-premise or in the cloud.

The Architecture

Avaya OneCloud™ is a multi-cloud applications ecosystem framework that is designed to support the new composable business. Avaya has many technology partners that together provide a powerful composition canvas. Avaya Onecloud delivers the business communications capabilities that employees expect, and it also delivers the technology required to enable secure remote communications – whether the core solution is on-premise or in the cloud.

It is built using layered innovation – and is designed to support the API economy and micro-services and to make clever use of “Kubernetes” engines and services.

Avaya OneCloud is not a monolithic application in which when you change one thing, it affects many things. Instead, the application presentation is separated from the services behind the app window. The platform services, implementation containerization, deployment orchestration, and other things can be improved individually and separated from the rest. This means that things can be changed under the hood faster and deliver a continuous supply as well as more advanced or unconstrained improvements. As new capabilities are developed, they can be easily added.



Composable Home Office Changes the Game

Avaya's composable home office strategy opens the door to innovation. This can be manifested in both back-office automation and front office experiences.

Some examples of how this changes the game is in the ability of the Avaya Collaboration Unit CU360 to launch an Avaya Spaces meeting simply by reading a QR code on the screen with your mobile, how the Avaya Spaces meeting experience can be customized to fit the portrait screen of the Avaya Vantage, and how APIs can be used to integrate with additional capabilities such as intelligent assistants.

Connect with your Avaya representative to get more details on how Avaya can maximize the productivity of your home-based workforce.

About Avaya

Businesses are built by the experiences they provide, and every day millions of those experiences are delivered by Avaya Holdings Corp. (NYSE: AVYA). Avaya is shaping what's next for the future of work, with innovation and partnerships that deliver game-changing business benefits. Our cloud communications solutions and multi-cloud application ecosystem power personalized, intelligent, and effortless customer and employee experiences to help achieve strategic ambitions and desired outcomes. Together, we are committed to help grow your business by delivering Experiences that Matter. Learn more at www.avaya.com.

To serve today's demanding customers, employees need business communications tools from anywhere they may be working. Avaya composable home office solutions enable the work from home employee's communication experience to be elevated to maximize productivity and employee and customer satisfaction. It also provides the business IT staff with a "future proof" architecture in which new technologies can be easily added as they come into the market. And it gives businesses the agility that is required to address the challenges of today and the opportunities of tomorrow.