Avaya OneCloud™

One-Click Telephony Integration

Create an AI Virtual Assistant and connect it rapidly to a phone number and digital channels including Voice, SMS and MMS.

Avaya and Google Cloud Revolutionize Telephony AI Enablement

One-Click Telephony Integration lets you combine AI Virtual Assistants and Contact Center Virtual Agents built with Google Cloud Dialogflow with Avaya's CPaaS network, simply and easily, by just following a few basic steps.

It is an incredibly powerful and easy way to activate AI on IVR services, on existing lines, or add AI to a new toll-free number. In just a few minutes from your desktop, without the need for any manual intervention or consultation, you can digitally transform your business with AI.

Key benefits

- Rapidly connect virtual agents to solve current business problems.

- Increase customer satisfaction and drive increased return on investment.

- Answer more customer calls faster with Virtual Agent service.

- Any existing IVR can be AI enabled, adding intelligence and automation.

- Cloud architecture means you never run out of capacity, and only pay for what you use.

- New lines can be added, and AI enabled just as easily.

- Support for 54 countries and 118 languages and variants.

Key use cases

- Add Virtual Agents to improve contact center performance.

- Alleviate the burden of routine calls on live agents and improve customer satisfaction.

- Automate all initial customer contact, whether from web click-to-chat, or incoming phone calls and text messages.

- Attend to incoming customer immediately instead of having them wait on hold or be dropped due to capacity.

- Add new Virtual Agents to contact centers overflowing with call volume at peak times.

- Artificial Intelligence Virtual Agents can effectively augment human agents in many customer service use cases, making it possible for agents to focus on more complex and higher value add cases.

It is incredible how easy One-Click Telephone Integrations have made it to add AI capabilities to your business communications. Something that would have been a significant challenge just a few years ago, or even a barrier to adaptation, is now as easy as shopping on-line or creating a new email account; things we are all familiar with and can do without thinking.

To create an AI Virtual Assistant using Google Cloud Dialogflow, start here, log-in to Google, and build your Virtual Assistant.

To connect your Google Cloud Virtual Assistant to Avaya's OneCloud CPaaS Network start here.

For more information visit: www.avaya.com/en/products/cloud/cpaas.

About Avaya

Businesses are built on the experiences they provide and every day millions of those experiences are built by Avaya (NYSE:AVYA). For over one hundred years, we've enabled organizations around the globe to win—by creating intelligent communications experiences for customers and employees. Avaya builds open, converged and innovative solutions to enhance and simplify communications and collaboration—in the cloud, on premise, or a hybrid of both. To grow your business, we're committed to innovation, partnership, and a relentless focus on what's next. We're the technology company you trust to help you deliver Experiences that Matter. Visit us at www.avaya.com.

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