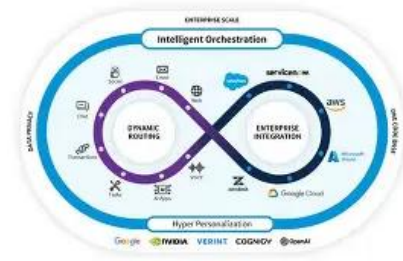# Deployment Project

Avaya Infinity in an existing Contact Center

Understanding Modern Contact Centers

Research Project

"This project formed part of a broader research initiative focused on evaluating and implementing Avaya Infinity within an existing contact center environment. The work culminated in a research paper designed to enhance understanding of contact center operations and the practical considerations involved in deploying a solution such as Avaya Infinity. The study provides IT project management researchers, students, and industry practitioners with valuable insights into the technical and organizational challenges associated with modern contact center deployments."
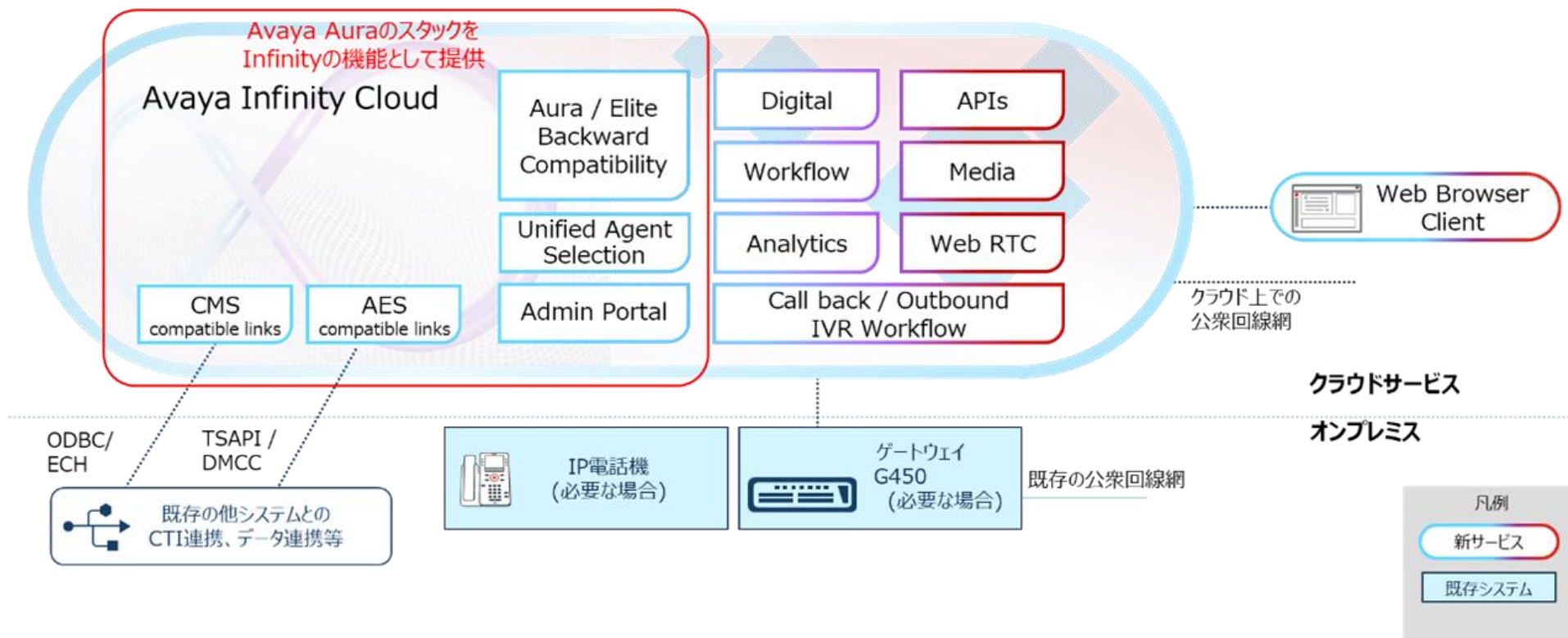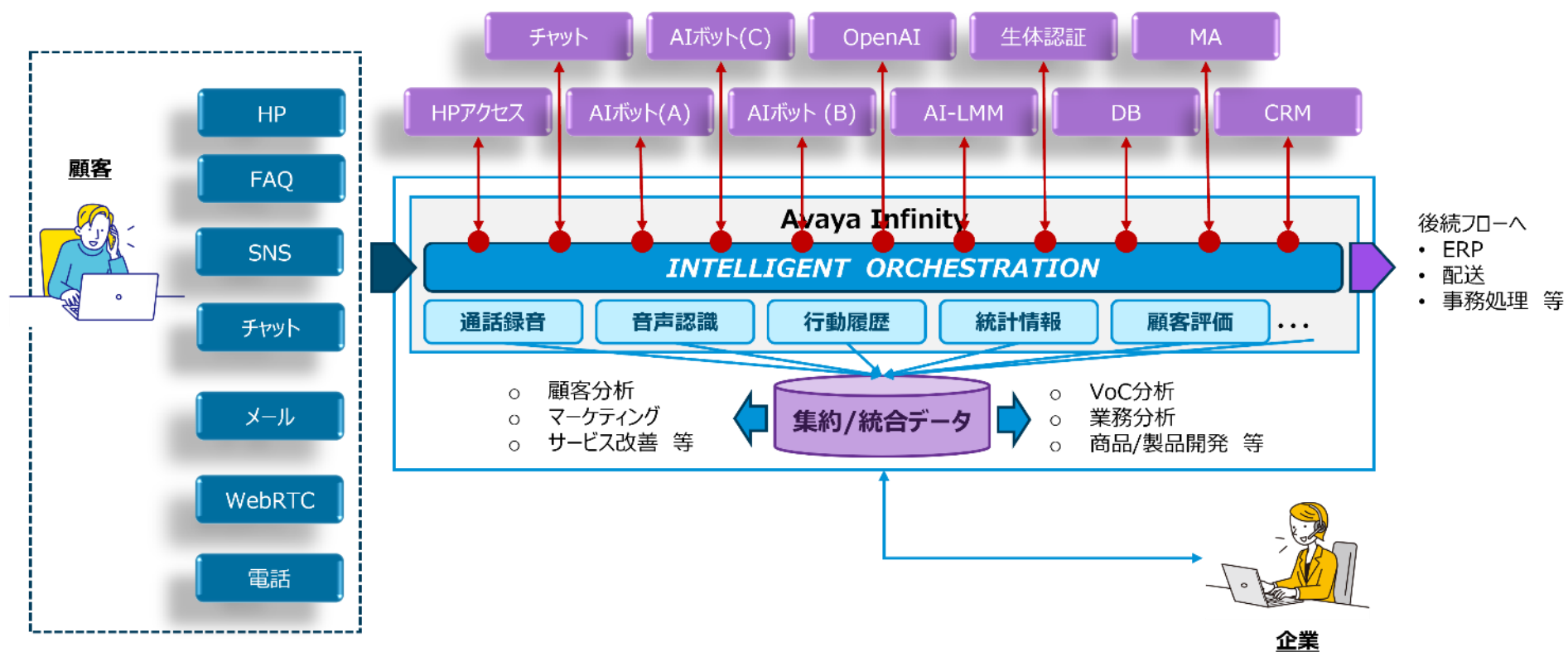
June 2025
Muhammad Ali Nadeem
St. Clair College, Windsor, ON

Sample Layouts

(Avaya Infinity™ Platform | AVAYA | CTC - ITOCHU Techno Solutions)

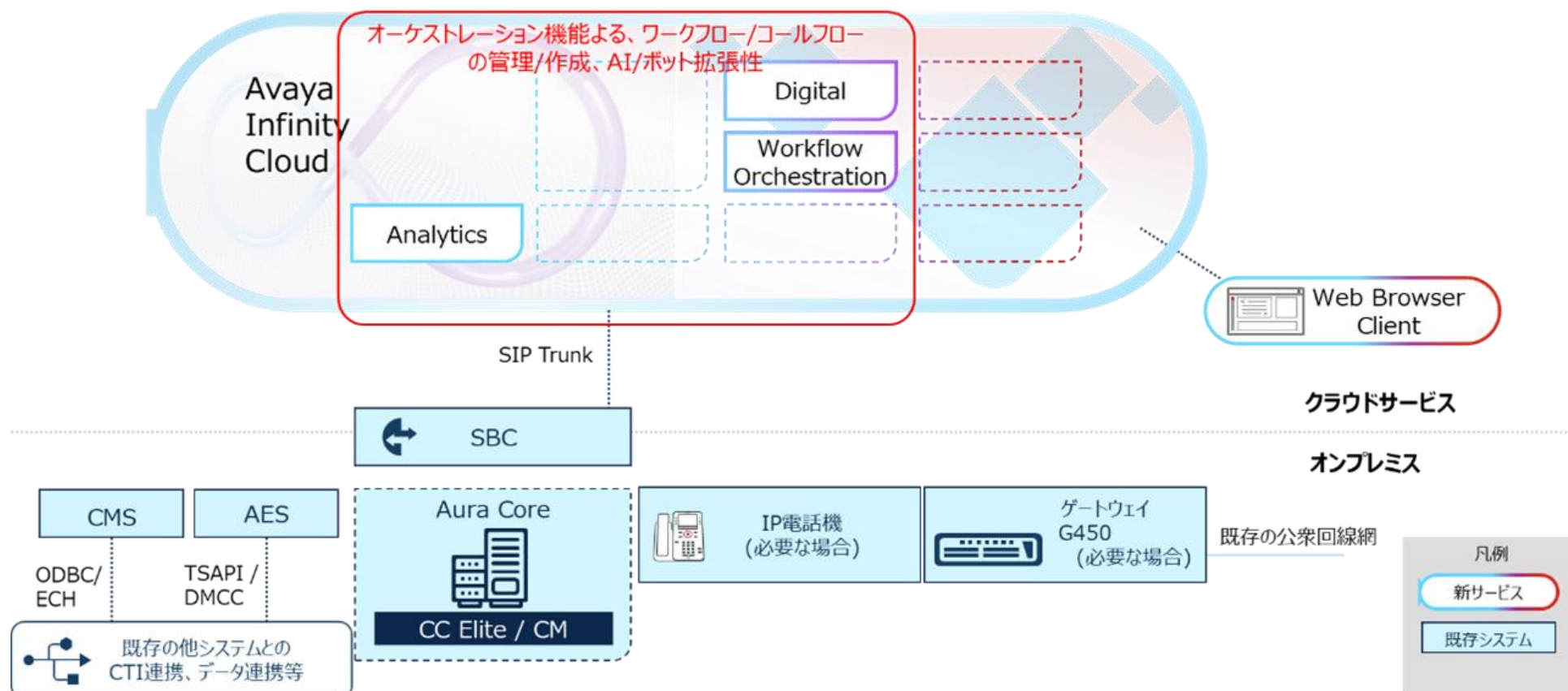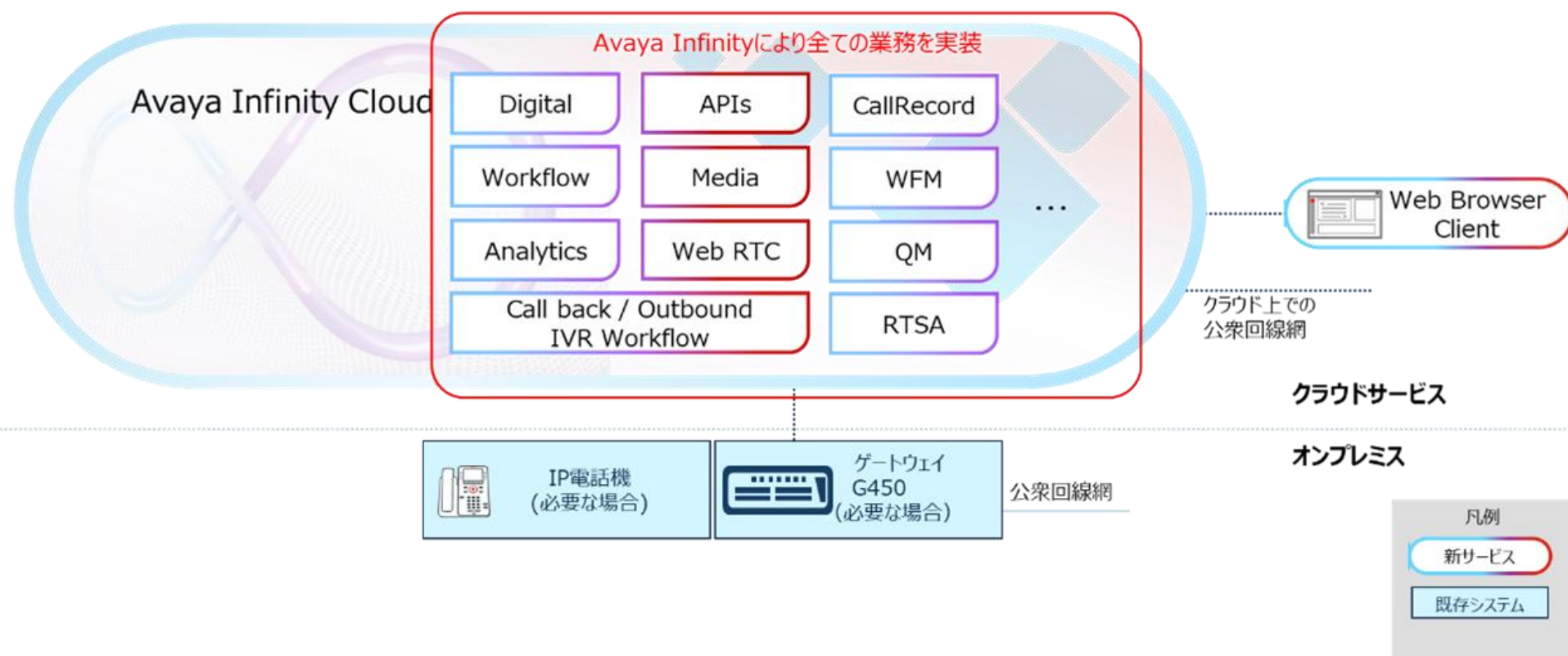(Avaya Infinity™ Platform | AVAYA | CTC - ITOCHU Techno Solutions)

既存のAvaya Auraを継続利用例：オーケストレーション機能、デジタル機能を追加利用

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