

# Avaya OneCloud CPaaS and ACNS Solutions

Avaya has solutions to the most critical communications needs you have. For example, COVID-19 Contact Tracing, Mass Notification, Cloud IVR, Service Hotlines and much more. These solutions are based on flexible ready built applications that can be deployed overnight and be running within hours or days. These solutions are cloud-based so they scale to match capacity needs, and they don't require investment in any additional hardware.



## Offer Overview

Avaya OneCloud CPaaS and ACNS solutions are flexible and can address diverse use-cases. The top use-cases are mentioned below. Because of the agile nature of CPaaS, they represent just the beginning of what you can accomplish. CPaaS and ACNS offer a broad set of values, from easy to setup new lines that combine calling, texting, and video to AI enabled chat and much more. In addition solutions are easily managed from anywhere, through web interfaces.

Solution Name	Use Case
<b>Calling, Texting, and Video</b>	Quickly create new phone numbers capable of voice, SMS/MMS, and video. Capabilities can be added to existing numbers. Includes the ability to record and transcribe.
<b>Phone Conferencing</b>	Simply create a conference line to connect two or more people
<b>Avaya Virtual Assistant</b>	Create Virtual Assistant for any need, including COVID-19. Helps overwhelmed Contact Centers to properly serve customers. Automatically Integrated using our One-Click Enablement with Google Cloud
<b>Avaya Cloud IVR</b>	High call volumes, natural language and sentiment analysis Mobile device detection and offering SMS to mobile callers
<b>Service Hotlines</b>	Offload high volume of information related calls, free up agents AI bots respond to questions and calls can be transferred as needed
<b>Outbound Mass Notification</b>	Message delivery through email, SMS, voice, or a combination Two-way communication, including geo-fencing and location tracking Multiple ways to trigger a broadcast, including a third-party system
<b>Auto Forms</b>	Easy for callers to provide information by voice and/or text; Google Transcription turns voice into text
<b>Enterprise Web Chat</b>	Agents can manage multiple concurrent SMS sessions from PC Manage chats with multiple individuals asynchronously
<b>Multilanguage Support</b>	Reach and respond to people in one of 56 supported languages

## Use Case Example - Slowing the Spread of COVID19



Ability to Contact  
Citizens tested  
positive and negative



Multi Channel – SMS  
or Voice Call with  
Answering Machine  
Detection



This will help  
Contact Tracers  
contact Infected  
Citizens

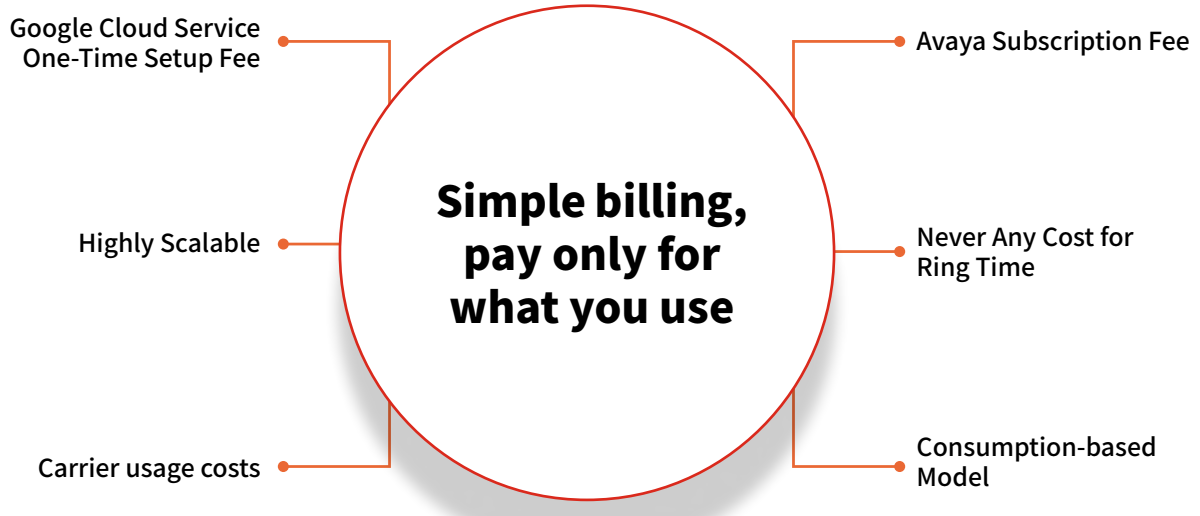


Upload or import  
testing lists via CSV  
file and Run Multiple  
Campaigns



Daily Reports

## Avaya COVID-19 Google DialogFlow Virtual Assistant



## Customer Value You Can Sell

With the uncertainty surrounding the current challenge, our customers benefit from the **agile services** Avaya can provide to meet their **rapidly evolving requirements**.

Use cases leverage Avaya CPaaS and Google Cloud to enable prebuilt communications modules that can be **deployed in hours**, not days or weeks.

The key to rapid deployment is using functional modules that **Avaya has already created** and that are **easy to deploy**.

## Useful Links

### Inquiries and sales:

[cpaassales@avaya.com](mailto:cpaassales@avaya.com)

[www.avayacloud.com](http://www.avayacloud.com)

[Terms of Service](#)

### Technical Resources:

[CPaaS REST Documentation](#)

[CPaaS InboundXML Documentation](#)

[Avaya OneCloud CPaaS GitHub Repository](#)

### Avaya OneCloud CPaaS Support:

[cpaassupport@avaya.com](mailto:cpaassupport@avaya.com)

## FOR MORE INFORMATION:

(800) 654-0715

[AlturaCS.com](http://AlturaCS.com)