



iSON
AVAYA ALLIANCE

FEATURES

- Multi-Channel Reach
- Custom Software Development
- Real-time and Historical
- Insights

BENEFITS

- Automated Contact Center
- Integrated IT and BPO Solution
- Optimized Agent Utilization
- Continuous Process and Performance Improvement
- Reduced Costs
- Superior Customer Experience

HIGHLIGHTS OF AVAYA ALLIANCE

- One stop shop for all contact center and BPO solutions
- Certified AVAYA consultants
- Catering to BFSI, Communications Service Providers, Retail, Aviation and Government sectors
- Call center, CTI and IVR infrastructure

AWARDS



AVAYA Contact Center Partner of The Year - 2013



Best Technology Vendor Supplier Award - Zimbabwe Customer Service Week 2013



AVAYA "Strategic Win of the Year" Award - 2015



World class cup team award from Standard Chartered Kenya - 2015

WHY iSON?

More than 600 IT Professionals operating across 21 countries in Africa

Leading pan-African Platinum partner for Contact Center Technology solution with AVAYA

GLOBAL NOC



OUR AVAYA SERVICE OFFERINGS

AVAYA UNIFIED SOLUTIONS INCLUDING BRANCH TELEPHONY

CONSULTING

- Evaluation of business processes to identify scope of automation via IVR/CTI technologies
- Evaluate & recommend platforms/tools suitable to the business needs

INFRASTRUCTURE

- Multi-vendor CCT solutions with specialization in AVAYA products
- Servers, OS Licenses, Database Licenses
- Security Solutions – Firewall, Antivirus, etc.
- Load Balancer
- Storage solutions

ON-SITE/REMOTE SUPPORT

- Help Desk
- L1, L2 & L3 Support

SYSTEMS INTEGRATION

- Deployment of diverse technologies (ACD, IVR/VRU, Speech, CTI, etc.)
- Systems integration with existing CC applications

OUR AVAYA SKILL MATRIX

SPECIALIZATION ON AVAYA PRODUCTS

- UC , Call Center, DataNetworking, IPT, Dialer, WLAN, Network Administration

AVAYA CERTICATIONS

- ACIS-AVAYA Specialization
- Implementation Specialist
- ACSS- Avaya Certified Support Specialist
- ACA-AVAYA Client Applications
- ACE-AVAYA Agile Communication Environment
- APSS-AVAYA Professional Sales Specialist
- APDS-AVAYA Professional Design Specialist
- APDS Video-AVAYA Professional
- Design Specialist Video



OUR SUCCESS STORIES

CONTACT CENTER SOLUTION FOR A LEADING OPERATOR IN BURUNDI

- Multimedia Contact Center solution dimensioning, implementation and support
- 200 Port self-service portal creation and integration with back-end applications such as:
 - Scratch Card Status
 - Balance Enquiry (billing systems integration)
 - Pre-paid Account Status
 - Account HLR Status & Features
- Unified Management Application Implementation and Integration
- Self-service outbound without Agents
- Preview Dialer

SUPPLY, IMPLEMENTATION AND SUPPORT OF AVAYA AACC CONTACT CENTER SOLUTION INCLUDING MULTIMEDIA WITH AVAYA WFO SOLUTION FOR A 3RD PARTY CALL CENTER



CUSTOMER EXPERIENCE TRANSFORMATION THROUGH DEPLOYMENT OF UNIFIED, CENTRALIZED AND AUTOMATED CONTACT CENTER SOLUTION FOR A TIER-1 OPERATOR IN AFRICA

- Implementation of AVAYA's proactive outreach manager (POM) and proactive IVR systems
- Implementation of AVAYA's contact center technology and managed services throughout 16 call centers
- Capacity build-up for 3,000 seats in contact centers throughout the region
- Deployment of 10,000 IVR ports for both incoming and outgoing service calls.



CALL CENTER IMPLEMENTATION AND SUPPORT SERVICES FOR A TELECOM OPERATOR IN KENYA

- AVAYA Aura Contact Center Solution
- AVAYA Aura Experience Portal
- AVAYA WFO Contact Recording

IVR Call Flow

