AAWFO 15.2 PRELIMINARY OVERVIEW

Declan Folan – Product Manager
23rd February 2018
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PLEASE NOTE: AAWFO 15.2 is in Controlled Introduction, and is NOT yet Generally Available
SLIDE PACK SECTIONS

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AVAYA-VERINT
PARTNERSHIP AND LEADERSHIP
TAKING CUSTOMER ENGAGEMENT TO HIGHER LEVELS

Strong Now

- Two recognized customer engagement leaders
- Successful, long standing partnership since 2004
- OEM agreement for Avaya Aura Workforce Optimization
- More than 5,000 customers across 7,000 sites
- Single vendor strategy, extensive experience and end-to-end support
TAKING CUSTOMER ENGAGEMENT TO HIGHER LEVELS

Stronger in the Future

- New executive level sponsorship and alignment
- Faster software release cycles
- Like-for-like software capabilities
- Deeper Avaya integrations
- Access to more advanced applications to drive higher levels of customer engagement
- More expertise, support and services
Verint is positioned as:

- a **Leader** in Gartner’s 2017 *Magic Quadrant for Workforce Engagement Management*

- Magic Quadrant Leader since 2008

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*Gartner, "Magic Quadrant for Workforce Engagement Management January 2017*
AVAYA AURA® WORKFORCE OPTIMIZATION

Fully unified, best of breed and market leading

Complete, Integrated WFO Suite

Enterprise-Wide Customer Engagement

Actionable Insights

- Voice Analytics
- 2 Contact Recording Options
- Quality Management
- Performance Management Scorecards
- Desktop and Process Analytics
- Avaya Aura® Workforce Optimization
- Customer Feedback
- Workforce Management
- E-Learning and Coaching

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## AVAYA AURA WORKFORCE OPTIMIZATION

<table>
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<th>Release 15.1.1</th>
<th>Release 15.1.2</th>
<th>Release 15.2</th>
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<tr>
<td>Oct 2016</td>
<td>Oct 2017</td>
<td>June 2018 Estimate</td>
</tr>
<tr>
<td>(GA Unrestricted)</td>
<td>(GA-CI)</td>
<td>(Pre Planning – Commit 20th Nov)</td>
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### Oceana Phase 1 Alignment
- Deliver integrated Oceana solution including WFO

### Oceana Phase 2 Alignment
- Deliver enhanced integrated Oceana solution including WFO

### Security and SIPREC Enhanced Commercial Offer, Oceana and User Functionality
- Deliver 17 New Optional Saleable features, New Call Recorder options and 508 and GDPR enhancements

### Oceana Content:
- Compliance recording support
- WFM Integration/support for Oceana (Scorecard metrics, Contact statistics, RT Agent Adherence

### Oceana Phase 2 Content:
- Interworking with Oceana and Elite
- Oceana Real Time Adherence Adapter

### Other content:
- Selective Recording for ASBCE
- ACR TLS 1.2 Security Enhancements
- Multiple GRIPs

### Enhanced Commercial Offer, Oceana and User Functionality
- Verint Call Recorder Integration – Branded “Avaya Contact Recorder Advanced”
- Multiple New Saleable functionalities including, Text Analytics, Real Time Speech, Automated Quality Management
- 508 Compliance enhancements – WFM
- GDPR Compliance Enhancements
- Cloud Hosting and WFM Multi Tenancy
- Multiple Installation Enhancements
- Additional Security CEC enhancements
- Enhanced Oceana Integration – RTAA additional enhancements
- WFM Performance Enhancements
- Enhanced End User functionality (concurrent login support, Unified WFM Logging and Audit +++)
- Enhanced Resiliency Options

### Alignment with Oceana
- Alignment with Oceana
- Alignment with Oceana. Elite and AACC
AAWFO 15.2
RELEASE HIGHLIGHTS
NEW SALEABLE FEATURES
AAWFO 15.2 NEW AVAYA CALL RECORDER ADVANCED (ACRA) OPTION

- ACRA is the equivalent to the Verint Contact Recorder Offering (included in the Verint i360/WFM offer)
- Rebranded Avaya
- Includes ASL – AES CTI free licensing
  - Not available with Verint’s own offer
- Availability – GA-CI ➔ 14th May 2018
  - Available for new greenfield AAWFO 15.2 opportunities
  - Option to Select Avaya Call Recorder (ACR) or ACRA
  - Will be available for existing upgrade customers in November 2018
- Key Advantages
  - Provides ability to offer many more new optional saleable features
  - Helps Avaya compete with competitors by enhancing sales offerings
  - Includes ASL – AES CTI free licensing (not available with Verint’s own offer)
  - Provides close parity with Verint offering
  - Avaya Support

New AAWFO 15.2 Recorder Options Select One!

- ACR
- ACRA

ACRA is ideal for new greenfield opportunities
## AAWFO 15.2 NEW SALEABLE OPTIONAL FEATURE MATRIX

<table>
<thead>
<tr>
<th>Feature</th>
<th>Avaya Call Recorder Advanced (ACRA)</th>
<th>Avaya Call Recorder (ACR)</th>
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<tbody>
<tr>
<td>Real Time Speech Analytics</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Text Interaction Analytics</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>N + N Redundancy</td>
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<td>Active Parallel Redundancy</td>
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<td>Active Parallel Encryption</td>
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<td>Automated Quality English ONLY</td>
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<td>Robotic Process Automation</td>
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<tr>
<td>Automation Authoring</td>
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<td>Yes</td>
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<tr>
<td>Process Assistant Productivity and Item Tracking</td>
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<td>Yes</td>
</tr>
<tr>
<td>Face to Face Interactions Recording</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Speech Analytics Transcription Export</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Operations Visualizer</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Conversion Manager</td>
<td>Yes</td>
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</tbody>
</table>
AAWFO 15.2
ADDITIONAL KEY FUNCTIONALITY ENHANCEMENTS
AAWFO 15.2 ADDITIONAL FEATURE CONTENT FUNCTIONALITY

- 508 support for ACR, ACRA, QM and WFM
- GDPR enhanced support
- Enhanced Oceana integration
  - Real Time Agent Adherence
  - Oceana Workspaces Integration
  - Integration with new Oceana interface
- Framework installation enhancements
- Security enhancements - Avaya CEC’s and customer requests
- Services enhancements - Avaya CEC’s
- Framework tech stack enhancements
  - Windows 10 Support
  - Chrome browser (limited support) – to include replay of audio and screen
  - Updated KMS 3.5.2.1.2

Quality Management
  - Expanded smart inbox rules
  - Text QM
  - Full text search
  - Automated QM

Call Recording
  - Choice of Call Recorder (new greenfield only)
  - Full replay and archive support

Workforce & Performance Management
  - WFM request management
  - Forecast and scheduling performance enhancements
  - WFO framework unified logging
  - WFO framework audit
Broader language and rule support for real-time speech analytics (US & UK English, other languages - controlled release)

VMware - smaller recorder sizing

Multiple customer enhancements

Updated mobile workview

Upgrade paths supported
  – V12.0 and up = 1 step upgrade
  – Pre V12 = 2 step upgrade
AAWFO 15.2
KEY CONTENT OVERVIEW
AAWFO 15.2
REAL TIME SPEECH ANALYTICS
WHAT IS REAL-TIME SPEECH ANALYTICS?

- Monitor calls in real-time, to detect words and phrases of interest
- Guide interactions to better outcomes based on real-time analysis of call content and desktop activity
- Drive actions, in seconds:
  - To agents via on-screen personalized guidance
  - To managers via notifications
  - To analysts via reporting using call tags of speech events
REAL TIME SPEECH ANALYTICS

- Extensive language support
  - Available in all supported Speech Analytics languages (under Controlled Release)
  - Significant performance increase on the number of terms supported, enabling more extensive rule sets

- Category-based rules
  - Apply Speech Analytics categories to build real-time speech analytics rules
  - Greatly improves ease of use
  - System automatically adapts categories into RTSA rules

- Available with ACRA customers only

- AAWFO Speech Analytics base package required
# Real-Time Speech Analytics Workflow

<table>
<thead>
<tr>
<th>Which Calls</th>
<th>What to Detect</th>
<th>How to Act</th>
<th>Drive Actions</th>
</tr>
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<tbody>
<tr>
<td>Recording Rules</td>
<td><strong>Real-Time Speech Conditions</strong></td>
<td><strong>Real-Time Actions and Alerts</strong></td>
<td><strong>To Employees</strong></td>
</tr>
<tr>
<td></td>
<td>Desktop Rules and Triggers</td>
<td></td>
<td><strong>To Managers</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><strong>To Analysts</strong></td>
</tr>
</tbody>
</table>

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REAL TIME SPEECH ANALYTICS → EMBEDDED IN RECORDING

Works in tandem with DPA and Speech Analytics

1. AAWFO Call Recording
   - Capture the interaction, CTI events
   - Set rules for analysis

2. AAWFO Speech Analytics (SA)
   - Analyze and categorize calls
   - Focus real-time analysis on calls of relevance

3. Declan – should any content be placed here?

4. AAWFO Real-Time Speech Analytics (RTSA)
   - During-interaction analysis and guidance
AAWFO 15.2
AUTOMATED QUALITY MANAGEMENT
AUTOMATED QUALITY MANAGEMENT (AQM)

Avaya’s automated quality management enables users to automate scoring for some or all questions on an evaluation form—empowering quality managers to improve customer satisfaction and employee engagement by shifting resources from scoring to coaching.

- Part of the WFO suite—can incorporate the same workflows, triggers, etc. as you would for manually scored evaluations.
- Does not require full speech analytics licensing.
- Two modes—’automated’ and ‘assisted’—empower users to automate at their own pace.
- Available with ACR and ACRA.
AUTOMATED QUALITY MANAGEMENT ➔ AUTOMATED MODE

- Transcription
- Call Data & Events (CTI/PBX)
- Desktop Analytics
- Scoring rules
- Scoring Engine
- QM Forms

Automated Quality

Assisted Quality
User selects the Evaluation question in the left pane

User selects “Automated Scoring” for that question....
User selects terms or phrases which will constitute pass/fail for the question.....

AQM automates the rest

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Customers that purchase only AQM receive “QM-only” scorecards as the user interface to AQM

Same functionality as advanced scorecards – but allows the user to define and view only QM-driven KPIs
“Assisted” AQM questions display call transcription pane on right

User can listen to the call, see the transcription and decide for themselves if the evaluation merits a positive or negative score
AUTOMATED QUALITY MANAGEMENT
BUSINESS IMPROVEMENT BENEFITS

- **Cost Effectiveness** ➜ Balances customer satisfaction with operational efficiency by shifting contact center resources where they can deliver the greatest impact, without incurring unnecessary expense.

- **Risk Reduction** ➜ Ensure that agents provide required disclosures and follow mandatory scripts, helping reduce the risk of non-compliance and penalties.

- **Customer Satisfaction** ➜ Improves the quality of interactions between customers and agents by redirecting your resources to address individual employee gaps in knowledge, proficiency, process adherence.

- **Employee Satisfaction** ➜ Builds agent satisfaction by assessing performance consistently, transparently, and objectively across every call, and shares results with employees, managers, and executives.
AUTOMATED QUALITY MANAGEMENT - AVAILABILITY

- **AAWFO 15.2** ➔ Available with ACR or ACRA options
- **New Greenfield Opportunities** ➔ Included in 4 New Packages
  - Operational Automated Quality Monitoring
  - Advanced Automated Quality Monitoring
  - Operational Automated Workforce Optimization
  - Advanced Automated Workforce Optimization
- **Existing Customers on 15.2** ➔ Options:
  - Order packages above as new
  - Up buy existing Quality Monitoring packages to Automated
  - Up buy existing Workforce Optimization Packages to Automated
WHAT IS ROBOTIC PROCESS AUTOMATION (RPA)?

“Robotic process automation (RPA) is a set of technologies that enables the automation of processes that currently require human involvement. The [software] robots mimic human behavior… and optimize the tasks… automatically, repeatedly, and faster than its human counterparts.”

Streamline Repetitive Work

Help employees complete tasks faster and more accurately by providing guidance and automation wizards

- Increase Production - Execute high volumes around the clock
- Improve Quality – Reduce errors
- Reduce Compliance Risk – Consistently process according to regulatory requirements
- Improve Customer Experience – Shift employees to higher value-add activities

- Business users record, manage & maintain automation scripts
- IT only needed for infrastructure
RPA SOLUTION COMPONENTS

- **Robots** ➔ Desktop agent that runs automatically, moving and clicking the mouse, supporting processes across applications

- **Authoring Studio** ➔ Used to record and edit RPA scripts and generate reports

- **Robotics Player** ➔ Desktop client used to execute automation on employees’ workstations

- **Automation Server** ➔ Central repository and administration layer used for content storage, usage statistics, reporting and management
HOW DOES RPA WORK?
POWERED BY PATENTED VISUAL RECOGNITION TECHNOLOGIES

- Requires no integration with target applications
- Runs business processes across multiple applications
- Enables One-Click process recording
2 TYPES ➔ UNATTENDED AND ATTENDED AUTOMATION

ROBOTIC PROCESS AUTOMATION
Software robot that runs on a virtual desktop

- Executes high volumes of processes around the clock
- Helps eliminate human error by offloading manual data entry
- Enables organizations to shift employees to more value-add processes
- Increases security when robots are used to process sensitive tasks or handle confidential information
- Reduces compliance risk by consistently completing processes according to regulations

ROBOTICS PROCESS ASSISTANT
Software robot working on employee desktop

- Works with the employee, helping them complete tasks faster and more accurately
- Provides Guidance and Automation wizards that overlay applications in two modes:
  - Guide Me
  - Do It
- Shortens the time needed for onboarding new hires; can be configured for specific employee roles and proficiency levels
- Reduces the need for continuous training, particularly on processes that are performed infrequently
PRODUCTIVITY ITEM TRACKING (PIT)

- **Automatically** captures workload information, such as volume by time interval and individual employee productivity, from ERP and CRM systems, as well as from a manual data entry interface.
- **Enables** back office operations managers to monitor item aging and view predictions for meeting expected cycle times. Helps reduce risks and penalties associated with missing service-level agreements (SLAs).
- **Work Item Tracking** is typically positioned with Scorecards and Advanced Desktop Analytics (DPA) for back office deployments where customer does not need the full forecasting and scheduling platform.
AAWFO 15.2
FACE TO FACE INTERACTION RECORDING
RECORDING FACE-TO-FACE INTERACTIONS

Capture Voice and Screen
Recording is started from a DPA trigger or by an employee-initiated module

Digital audio is converted to VoIP

Capture Customer Info
The audio begins from the microphone

Screen can also be captured

Tag the Recording
DPA triggers can also be fired to capture customer ID information and tag the interaction

Recording is stopped from a DPA trigger or by using an employee-initiated module

Recorder is centrally located

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RETRIEVING THE MOST RELEVANT FACE TO FACE RECORDINGS

STORE, RETAIN, RETRIEVE

Store

Retrieve and Replay

Data Center

WFO Enterprise Application Foundation

Recorder

Recordings are sent to a centralized database

WFO Enterprise Database

- Quality Evaluations
- Search & Replay
- Live Monitor
- WFM
- Analytics

Managers can search to retrieve and replay a recording or the recording can be sent to their inbox based on business rules.

Managers can use QM to centrally review employee interactions to evaluate the quality and effectiveness of interactions.

Speech Analytics can identify recorded conversations that are most important to the organization. Categories can be configured for key words or terms.
AAWFO 15.2
OPERATIONS VISUALIZER
OPERATIONS VISUALIZER

- A new package that optimizes back office operations, including:
  - Advanced Adherence Management
  - Advanced Desktop Analytics
  - Performance Management Scorecards, Coaching, eLearning and Verint Mobile Work View

- Increases productivity, utilization, transparency and visibility while decreasing operational shrinkage costs
OPERATIONS VISUALIZER ➔ BUYER PROFILE

Existing Contact Center Customer

- DPA for PCI
- DPA for tagging call recordings

Use Operations Visualizer for employee/team productivity in contact center

Expand DPA and Operations Visualizer into the back-office of existing contact center customer accounts

Net New Back-Office

VP/Director of back-office functional area, 50 FTE “processing shop,” with visibility, productivity and capacity challenges
- Customer support operations
- Claims
- Loan operations
- Account maintenance/client services
- Fulfillment
- Shared services
OPERATIONS VISUALIZER ➔ HOW IT WORKS

Insight to Desktop Activity

- Time spent in applications:
  - Production/Key system usage
  - Resource
  - Communications
  - Administration
- Desktop IDLE time
- Time logged in/out desktop
- Current activity on desktop
Employee Perspective

- Completes the productivity picture
- Employees tracked time spent in production & non production activities
  - Training
  - Meetings
  - Breaks
  - Non-Desktop Activities
- Employee tracked start of day time
- Employee tracked end of day time
AAWFO 15.2
CONVERSION MANAGER
CONVERSION MANAGER

- Web-based GUI to help users transform data, taken from Avaya Workforce Management through standard WFM integration adapters into an output **needed for salary payments**
- Can be used for exporting (paid) work to payroll systems or outsource partners
- Format and content is fully configured for optimal import
AAWFO 15.2
FLEX MANAGER
FLEX MANAGER

- Intuitive web-based GUI for planners and employees to register, manage, review and publish employee scheduling (un)availabilities
- Fully customizable time interval-based scoring system that enables setting standards and creation of time periods, point assignments and additional rules, including auto-validation
- Helps balance staffing requirements vs. employee flexibility and preferences
AAWFO 15.2
ACRA REDUNDANCY OPTIONS
Active Parallel Recording Redundancy
- Scenario ➔ Supports customer with 2 call recorders, 2 data centers with requirement for both recorders to record simultaneously
- Advantage: Simultaneous real time recording on both servers – no backup delays
- Encryption enablement option also available

N + N Recording Redundancy
- Standard redundancy offer
- Not active-active – may be a time lag with data center backup
AAWFO 15.2
GDPR
The European Union (EU) published the General Data Protection Regulation (GDPR) in May 2016. After a two-year transition period, GDPR goes into effect on May 25, 2018.

WHAT IS GDPR?

- With increasing risks of data breaches and cyber attacks, GDPR aims to prevent the loss of personal data by improving data security, and to protect the “rights and freedoms” of natural persons (i.e. living individuals) within the EU.

- GDPR applies to the processing and protection of personal data of all data subjects, including customers, employees, and prospects. The regulation applies to organizations and data subjects in the European Union.

- With GDPR, individual has ‘Right to erasure’ which includes all data and web records to be permanently deleted (past employees).
HOW AAWFO ASSISTS ENTERPRISES BE GDPR COMPLIANT

- **Data Encryption**
  - AAWFO AES 256-compliant encryption protects data when it is recorded, in transit, and archived

- **PCI Compliancy**
  - AAWFO PCI compliance functionality includes a separate key management system, enabling users to move, archive, and store customer data while protecting it from unauthorized access

- **Data Identification and Tagging**
  - Use AAWFO Desktop Process Analytics to tag and identify key data

- **Consent**
  - Utilize AAWFO Speech Analytics to identify consent/no consent situations
WHAT IS 508 COMPLIANCE?

Section 508, an amendment to the United States Workforce Rehabilitation Act of 1973, is a federal law mandating that all electronic and information technology developed, procured, maintained, or used by the federal government be accessible to people with disabilities. Technology is deemed to be "accessible" if it can be used as effectively by people with disabilities as by those without.

US Government Requirement only
AAWFO 15.2 ➔ 508 SOLUTION COMPONENTS COMPLIANCE

- Avaya Call Recorder
- Avaya Call Recorder Advanced
- Quality Monitoring
- Workforce Management
- Desktop and Process Analytics
BRANCH RECORDING SOLUTION SPECTRUM

Enables customers to start with basic functionality and build capabilities by adding more advanced solutions over time.