



Avaya Contact Center Remote Agent options

Special offers in response to COVID-19
March 17, 2020

Avaya Offers Complimentary Work from Anywhere Contact Center Solutions to Help Address COVID-19 Challenges

*"Avaya, with software deployed to support over 5 million contact center agents, has moved rapidly to **enable more than 150,000 remote agents** as our customers address the challenges of COVID-19," said Jim Chirico, Avaya President and CEO. **"We continue to actively engage with organizations worldwide to help them transition their operations to a flexible, remote model, enabling agents to stay productive and provide customers the experience they have come to expect.** Millions of users around the world depend on our unified communications, collaboration and contact center products, so we continue to look for ways we can step up and help."*



Remote Agent Options

Complimentary Offer Overview

High Level Overview



WHAT

90-day complimentary Remote Agent access licenses

WHO

For existing office-based agents on -

- **Avaya Call Center Elite**
- **Avaya Oceana Solution**
- **Avaya Aura Contact Center**
- **Avaya Contact Center Select**

HOW

provide end-user customers and our partners the **necessary information to obtain and deploy Remote Agent software**

WHY

address the **health and safety concerns of contact center agents** while keeping the business up and running

WHEN

Orders must be placed by August 31, 2020

***Build Loyalty and Value with
Every Customer Experience***

Remote Agent Options

Customer Landscape


Customer Characteristics

- Existing contact center solution & platform
- Existing Agent and Supervisor client application
- Understanding of remote connectivity

Offer Landing Pages

Avaya Spaces

AVAYA



Complete the form below to see if you are eligible for a free subscription to **Avaya Spaces™**.

No. of Employees

Industry

Country

Are you an Avaya customer?

By submitting this form, I agree to my information being processed in the Avaya database for the above mentioned purpose. See our [Privacy Statement](#) for more details, or manage your [Email Preferences](#) at any time.

Submit

Helping our Communities Create Experiences that Matter

One of our goals here at Avaya is to effect positive change in the world through our technology. As worldwide concern over the coronavirus intensifies, we want to help our communities more easily communicate and collaborate.

Given the immediate needs in the education and nonprofits sectors to maintain continuity and keep students, volunteers, and employees engaged, we at Avaya are taking action to help.

We are pleased to provide the business version of **Avaya Spaces™** at **no charge to educational and nonprofit organizations worldwide through August 31, 2020.*** This cloud-based app is easy to use and provides video conferencing, team spaces, and file sharing.

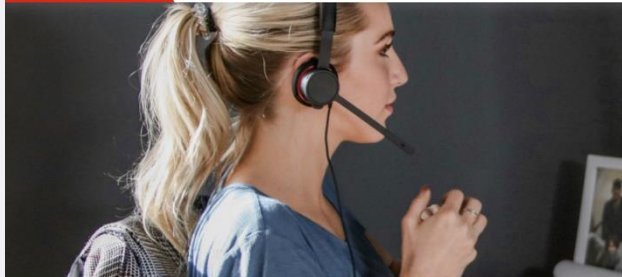
If you are part of an eligible educational or charitable organization and would like to take advantage of this offer, please fill out the form at the top of this page.

*Avaya Spaces™ is currently available in the following countries: Argentina, Aruba, Australia, Austria, Bahamas, Bangladesh, Barbados, Belgium, Bermuda, Bolivia, Brazil, British Virgin Islands, Bulgaria, Canada, Cayman Islands, Chile, Colombia, Costa Rica, Croatia, Cyprus, Czech Republic, Denmark, Dominican Republic, Ecuador, Egypt, El Salvador, Finland, France, Germany, Greece, Guatemala, Honduras, Hong Kong, Hungary, Iceland, India, Indonesia, Ireland, Israel, Italy, Jamaica, Japan, Luxembourg, Malaysia, Mexico, Netherlands, New Zealand, Norway, Panama, Paraguay, Peru, Poland, Portugal, Puerto Rico, Romania, Serbia, Singapore, Slovakia, Slovenia, South Africa, South Korea, Spain, Sri Lanka, St. Lucia, Suriname, Sweden, Switzerland, Thailand, Trinidad and Tobago, Turkey, UK, Ukraine, Uruguay, US Virgin Islands, USA

<https://news.avaya.com/cp-spaces-coronavirus-response-reg>

Avaya Remote Contact Center

AVAYA



Complete the form below to find the best remote agent solution for your organization.

Number of Agents

Country

Which Avaya Contact Center solution do you currently use?

☐ Avaya Aura® Contact Center

☐ Avaya Call Center Elite

☐ Avaya Contact Center Select

☐ Avaya Oceana™

☐ Other

☐ I am not an Avaya customer

☐ Yes, I also agree to receive marketing emails from Avaya.

By submitting this form, I agree to my information being processed in the Avaya database for the above mentioned purpose. See our [Privacy Statement](#) for more details, or manage your [Email Preferences](#) at any time.

Submit

Need to empower your Contact Center Remote Agents during COVID-19?

As worldwide concern over COVID-19 (coronavirus) continues to grow, Avaya is here to help your contact center transition to an agent remote model.

We're offering a remote solution that fits your current Avaya contact center allowing your agents to work remotely without compromising your customer and employee experiences.

This 90-day complimentary license spans the listed Avaya contact center platforms below:

Avaya Contact Center Platform	Avaya Remote Agent Application
Avaya Call Center Elite	Avaya Agent for Desktop or Avaya One-X Agent
Avaya Oceana	Avaya Agent for Desktop
Avaya Aura Contact Center	Avaya Agent Desktop with One-X Communicator
Avaya Contact Center Select	Avaya Agent Desktop with Communicator

<https://news.avaya.com/cp-cc-remote-offer-covid19-reg>

Blog and Social

#avayacares
#experiences that matter



FEATURED POST

Avaya Spaces Collaboration App Offered Free to Help During the Coronavirus Outbreak

Coronavirus (COVID-19) is impacting the lives of people around the globe and every day we hear new sobering stories...

Jim Chirico

March 05 • 2 min read

Recent Posts



Avaya is Engaging to Address COVID-19

March 12 • 3 min read

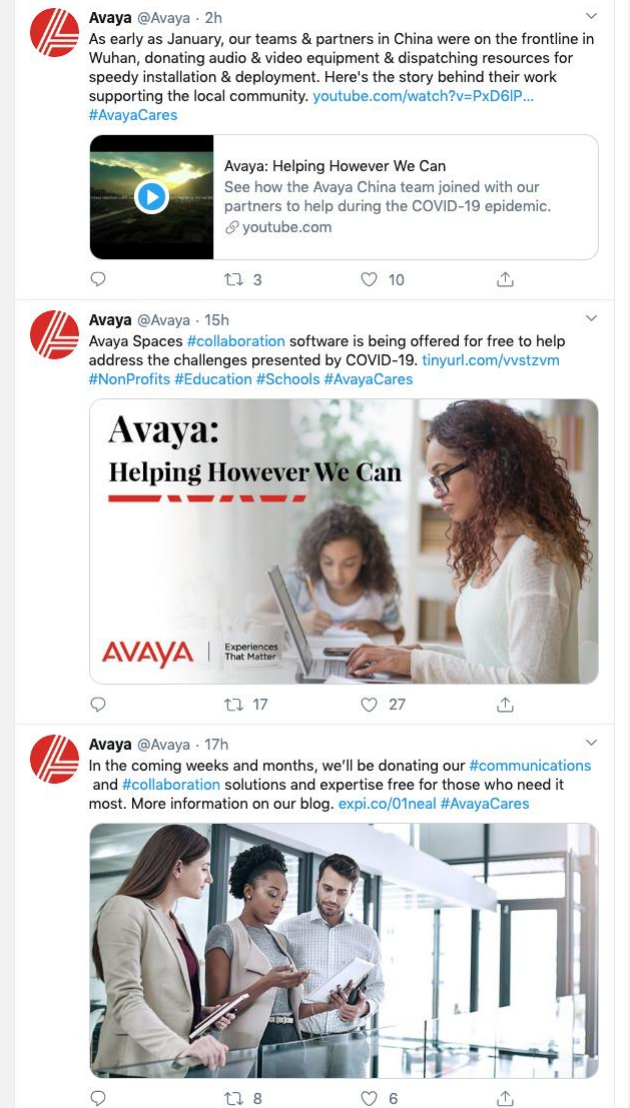


Best Practices for a Remote Worker Strategy

March 12 • 5 min read



Avaya is Engaging to Address COVID-19





Thank You