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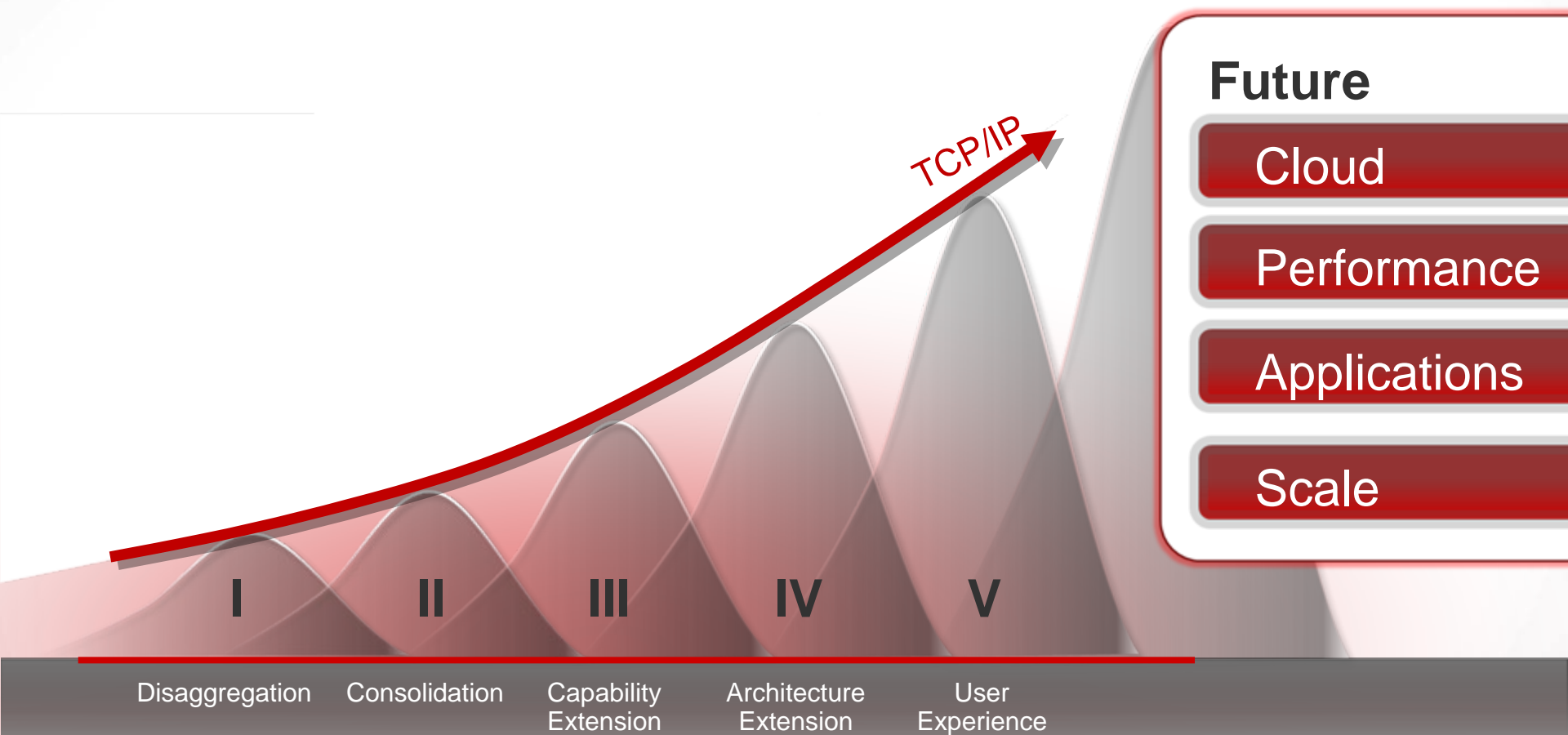
# The Future of Collaboration

Kevin J. Kennedy

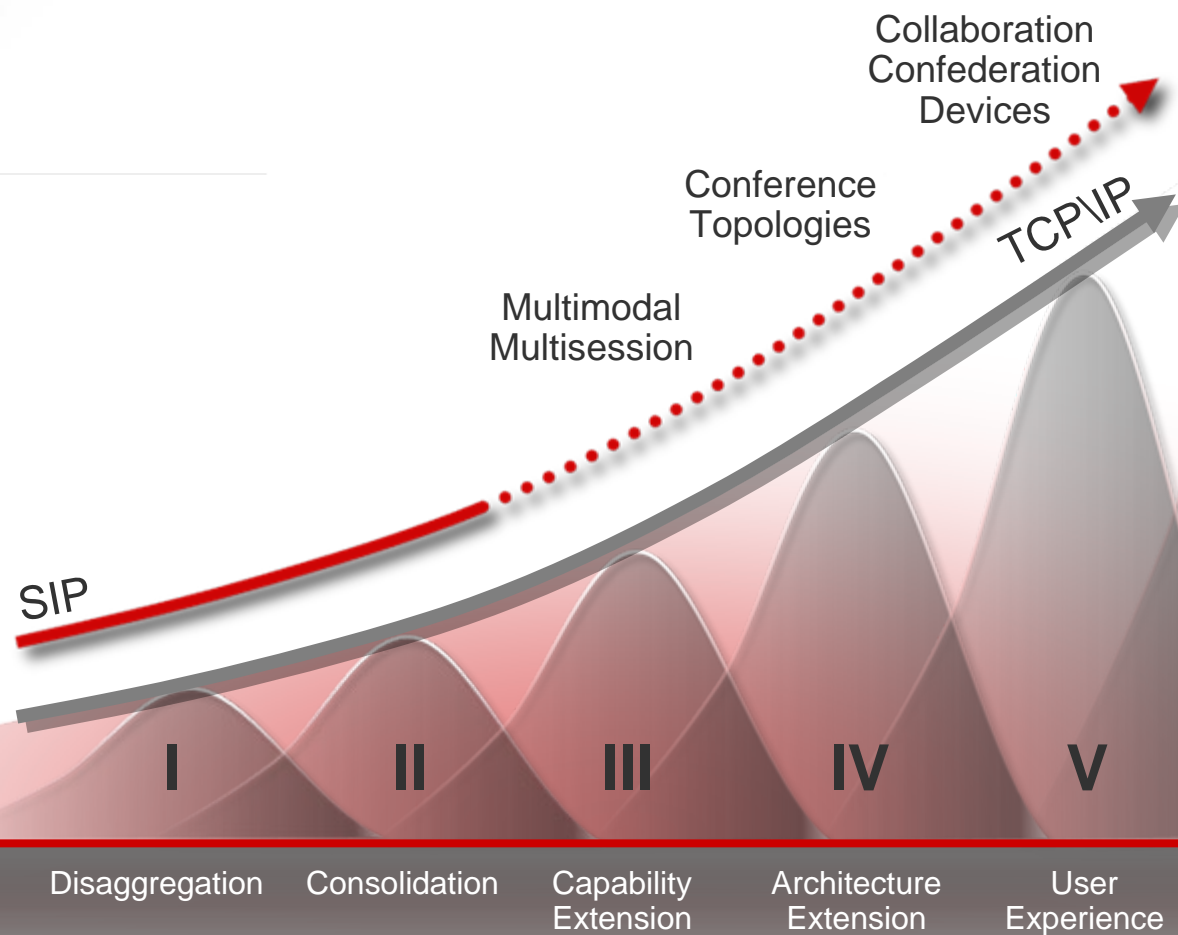
President and CEO

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# Technology Adoption and Transformation



# Technology Adoption and Transformation



## Future

Devices

Applications

Integrations

Scale

# Collaboration - Today's Challenge

## COMPLEXITY

Silos

Cost

Constraints

# Collaboration - A Better Way

## PRODUCTIVITY

People first

80% less  
hardware;  
1/3 the video  
device cost

Video: Dedicated  
HD, 50% lower  
bandwidth

# Contact Center – Today's Challenge

## COMPLEXITY

Agents not  
enabled to provide  
great customer  
service

Disconnected  
channels

Negative experience

## Contact Center - A Better Way

# PRODUCTIVITY

25%  
higher volume;  
30% lower agent  
cost

1  
application

1  
queue

AVAYA

INTELLIGENT COMMUNICATIONS