



Engage The Power of We™



Avaya Agent for Chrome

Simple, fast and more secure agents anywhere

Cloud computing helps contact centers achieve flexibility, collaboration and operational efficiency. Avaya Agent for Chrome, available today for Chromebooks, provides remote or office-based agents with access to Avaya Aura® Call Center Elite, which can be either cloud- or premise-based. Avaya Agent for Chrome streamlines and simplifies application provisioning and expands mobility for agents, helping organizations quickly capture opportunities.

Do these scenarios sound familiar? A company needs to expand contact center operations to serve new markets. A contact center needs to ramp up quickly to handle seasonal spikes. A business wants to support agents working from home while

maintaining service quality. A business wants to establish a disaster recovery plan in the event of unforeseen circumstances to minimize risk of lost revenue, protect its brand and preserve the customer experience.

Avaya Agent for Chrome helps organizations meet these and other business requirements by linking Avaya Aura Call Center Elite with Chromebooks. The resulting solution combines Avaya expertise in customer engagement with Google leadership in Web applications and Chrome devices. As a result, Avaya Agent for Chrome provides important contact center management efficiencies and fast, cost-effective access to a full suite of technologies needed for real-time customer response.

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Avaya Agent for Chrome can be configured based on your organization's specific contact center requirements or conditions the agent faces.

Leverage leading technology

Avaya Agent for Chrome enables contact center agents to access Avaya Aura Call Center Elite from a Chromebook to manage voice calls. Employing a WebRTC-enabled interface, the solution provides agent capabilities that can be accessed by a simple Chrome application, provisioned and managed centrally by the Google Chrome management console, thus helping increase speed, flexibility and cost efficiency in contact center operations.

Avaya Agent for Chrome simplifies customer management, contact center administration, results tracking and agent training. It enables three types of operations:

- On-premise call handling in the contact center, with agent control via the Chrome application on a Chromebook associated with an Avaya Aura station.
- Remote, telecommuter operation, with voice communication via any available phone (calls can be extended from Avaya Aura to any available phone, such as mobile or residential), with agent control via the Chrome application on a Chromebook.
- Call handling and voice communication, either on premise at the contact center or remotely, via WebRTC over a Chromebook with a headset.

The solution can be configured based on your organization's specific contact center requirements or conditions the agent faces. For example, if a remote agent is using the WebRTC mode with the voice signal being delivered over Internet Protocol (VoIP), and the call quality degrades unacceptably, the agent can manually switch to a landline or mobile phone.

An array of uses

You can deploy Avaya Agent for Chrome to address a variety of requirements your organization might have, including:

Seasonal capacity. Avaya Agent for Chrome — available today for Chromebooks — can be quickly deployed to expand and contract agent capacity as needed to meet business demands in various industries or functions. For example, retail and travel companies can benefit during peak seasons; educational institutions during enrollment periods and emergencies; and finance and tax organizations in support of marketing promotions, investment market changes and during tax season.

Contact center setup. Avaya Agent for Chrome can be procured for economical, rapid deployment of facilities to enter new markets and meet other requirements. Robust,

powerful features can support personalized customer experience, competitive customer service, and agent efficiency and effectiveness to drive revenue.

Mobility. Agents can be equipped economically using a Chromebook and headset, thus preparing your contact center for the unexpected, such as sudden spikes in call volume or during a natural disaster, and providing flexibility to incorporate other media modes when required. This capability can increase your operational efficiency, reduce infrastructure expense and help maintain consistent customer experience.

Technology refresh. Organizations needing to refresh hardware and software can reduce total cost of ownership by shifting to an Internet-based, packaged application environment.

Learn more

To learn more about Avaya Agent for Chrome, contact your Avaya Account Manager or Authorized Partner or visit us at www.avaya.com/ccefficiency.

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Avaya Agent for Chrome: features and specifications

- Support for Chrome OS on Chromebook
- Unified UI, Chrome-packaged application for agent control and audio delivery
- Chrome management console integration and remote policy management for server configuration
- Support for Chrome application deployment and, in the event of call degradation or as part of disaster recovery plans, fallback audio to residential or mobile line
- HTML5-based softphone user interface enabling:
 - Agent login and logout
 - Agent state changes with reason codes
 - Hold/drop/make call
 - Consultative and direct transfer and conferences
- Work-from-home and other agents outside enterprise network/firewall support:
 - Agent interaction and control via cross-proxy WebSockets
 - Audio delivery via G.711 using Avaya WebRTC gateway; websockets control access via STUN/TURN capabilities for users outside of enterprise network firewall/domain

About Avaya

Avaya is a leading, global provider of customer and team engagement solutions and services available in a variety of flexible on-premise and cloud deployment options. Avaya's fabric-based networking solutions help simplify and accelerate the deployment of business critical applications and services. For more information, please visit www.avaya.com.

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