



India integral to Avaya Inc.'s global strategy - Avaya India R&D to lead growth in CEBP and Contact center Solutions

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PR9.NET December 17, 2007 - New Delhi - Avaya India, the Indian development and support arm of Avaya Inc., organized a Software Symposium in Pune to throw light on the technologies of the future in the telecommunications space. The key note speaker at the event was Ravi Sethi, President Avaya Labs.

The event attracted global participation from Avaya's top notch scientists and engineers who shared this platform to discuss topics like Cutting edge – third party technology and managing services using enterprise service platform.

As industries get increasingly competitive and communications become a key differentiating factor, more and more organizations are looking towards Intelligent Communications to help transform their business. Avaya's Intelligent Communications embeds Intelligent Communications applications into real-time business operations, giving users access to hitherto unavailable personalized capabilities.

Avaya's vision is fueled by the technology work of its world-class R&D organization: Avaya Labs. Avaya Labs includes about 2,000 R&D professionals located around the globe including the India R&D arm.

Avaya India has been instrumental in spearheading the growth story of Avaya Inc. with innovations in the space of Contact Center Solutions and CEBP being engineered and managed out of India R&D center. To give a snapshot of the same, Research Scientist Multimedia Technologies, Avaya India, Ram Kashi, exhibited product demonstrations of Avaya Communication Process Manager and Avaya Video Contact center developed out of India.

The Communications Manager is an open, scalable, and secure telephony application that seeks to solve business challenges by powering voice communications and integrating with value-added applications. It organizes and routes voice, data, image and video transmissions to provide user and system management functionality, intelligent call routing, application integration and extensibility, and enterprise communications networking.

The Video Contact center solution deals with contact centers where customers and agents can interact with 2-way video. The display illustrated video self-service where customers with video enabled kiosks or 3 G phones can have a video interaction with automated agents. The infrastructure also provides routing to live agents and the ability to push multimedia files to customer endpoints.

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