



Solutions for Government

Using Avaya Intelligent Communications to Enhance Citizen Services

Avaya intelligent communications solutions enable government organizations to deliver prompt and efficient citizen services while lowering costs.



IP Telephony

Contact Centers

Mobility

Services

FACT SHEET

What's possible with Avaya solutions?

- Simplifying routine citizen inquiry processes
- Saving time and resources while increasing accessibility and responsiveness
- Delivering a consistent level of service through various channels
- Making specialists more available to deliver caller specific consultation

Citizens expect and rely on information, support, and service from their government. And getting that service to citizens in the most effective means is a priority. Public leaders need their constituents to be satisfied—their success is measured by how well they serve their public.

Avaya Intelligent Communications solutions are helping government agencies on a municipal, state, and federal level to change the contact experience of their constituents for the better—helping them get their questions answered and needs addressed promptly—while making the best use of your resources.

Avaya Intelligent Communications solutions help deliver these results by utilizing applications that bring together a wide range of communications capabilities—from basic telephony, e-mail and voice messaging to customized mobility offerings, citizen self-service options and contact center solutions.

Enhancing citizen experience—cutting down on the runaround

One of the greatest frustrations when attempting to navigate the maze of a government organization is getting bounced around. Streamlined, citizen-focused administrative procedures that get citizens where they need to go can go a long way toward driving up approval ratings, while driving down costs:

- Avaya Contact Center technology delivers calls to the right resource the first time around. This capability also provides an overflow for Emergency/911 calls.
- Integration with your Customer Service Request (CSR) application can deliver caller info and history the moment a call is received—helping employees serve citizens quickly.
- Interactive Voice Response (IVR) enables round the clock citizen service.
- VXML technology allows you to create information once and deliver to both web users and persons calling using an Avaya IR application.
- Serve all your constituents with applications that support persons using TTY to communicate.
- Voice messaging enables messages to be left—24/7—and routed to the appropriate department.

Access for all your constituents

Avaya recognizes that many constituents do not have access to PCs or the Internet. Interactive Response and Interactive Voice Response (IR and IVR) enables information to be accessed and transactions to be performed over the telephone—in ways consistent with web access applications. Through the use of VXML, solutions based on the Avaya IR platform allow you to input information once and deliver it through two channels.

Avaya's commitment to equal access to communications enables persons who are hearing or visually impaired to conduct interactions seamlessly—and helps organizations meet the requirements of the Americans with Disabilities Act and Section 508 of the Rehabilitation Act as amended in 1998.

Reach Me Anywhere

Government employees are often in the field. However, being out of the office shouldn't be an impediment to delivering a superior citizen experience. Avaya's reachability solutions enable employees who are both mobile and responsible for important citizen transactions to have full access to the tools they need: one number reachability (using Extension to Cellular)—enabling calls dialed into the office to be forwarded to any device while keeping a personal cell phone number private, access to voice mail and email as well applications such as calendars and instant messaging. Avaya solutions don't dictate which communication or device is used—they establish the standards and partnerships to allow you to choose the right solution, for the right person, at the right time.

Your Contact Center—311

Today the contact center continues to be the location where many of the most pioneering developments in citizen service are taking place. The innovation of 311—"one call to city hall"—has been facilitated by these advances. As the global leader in contact centers, Avaya delivers solutions based on patented predictive routing intelligence

designed to deliver voice, email, or web chat requests to the best available employee in the least possible time.

Seamless Channel Experience

Citizens contact you in different ways at different times and their needs may be very different based on the "channel" they choose—calling from a cell phone in a car demands speed and simplicity, while from home, the same person may opt for self-service via the contact center Web page.

Eliminate the need to implement separate systems to provide these different means for providing citizen support. The Avaya Contact Center application allows you to start with call center functionality and add email and web browsing when and where you need it—all without having to employ a whole new application.

Learn more

Today, many of the leading metropolitan, state, and federal agencies—from law enforcement to legislative offices—rely on Avaya Intelligent Communications solutions.

To learn more, contact your Avaya Client Executive, Authorized Avaya BusinessPartner or visit avaya.com/gov for white papers, case studies and other information showcasing Avaya solutions in action in the government sector.

About Avaya

Avaya enables businesses to achieve superior results by designing, building and managing their communications infrastructure and solutions. For over one million businesses worldwide, including more than 90 percent of the FORTUNE 500®, Avaya's embedded solutions help businesses enhance value, improve productivity and create competitive advantage by allowing people to be more productive and create more intelligent processes that satisfy customers.

For businesses large and small, Avaya is a world leader in secure, reliable IP telephony systems, communications applications and full life-cycle services. Driving the convergence of embedded voice and data communications with business applications, Avaya is distinguished by its combination of comprehensive, world-class products and services. Avaya helps customers across the globe leverage existing and new networks to achieve superior business results.

The Avaya logo consists of the word "AVAYA" in a bold, white, sans-serif font, centered on a dark red background.

COMMUNICATIONS
AT THE HEART OF BUSINESS

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