



InTele Training Shares Behind-the-scenes Success Stories of Avaya Cloud Office



www.intele.com.au 

After years of working in the telecommunications and IT industry, Jess Cornwall was able to clearly identify a vital gap within various stages of the new technology project lifecycle: training.

“Training is somewhat of an afterthought at many organizations, which affects solution configuration, user adoption, and the overall value of the solution investment,” she explained. This is what drove her to form InTele Training. Based in Australia, InTele Training is the leading Telecommunications and IT training company in Australia and New Zealand. Today’s top distributors work with InTele Training either recommending them as a third-party training company or using them as part of a white-labeled service for their holistic, white-glove approach to customer satisfaction, project initiation, adoption strategies, user support, and training.

InTele Training has been an Avaya training partner for nearly a decade, including training for the video meeting and team collaboration solution, Avaya Cloud Office® by RingCentral®. Providing close to 100 training sessions per month, the company has a front-and-center look at how Avaya Cloud Office helps simplify and streamline communications for organizations of every kind; from book publishers to healthcare systems to contracting companies.



When you remove that confusion by training users, you see their faces change and they start to get excited about the product and why their management team invested in it. We're thrilled to be on the frontlines of an innovative solution like Avaya Cloud Office."

—**Jess Cornwall**, CEO, InTele Training

Training on Avaya Cloud Office

"We love training on Avaya Cloud Office," said Lead Trainer at InTele Training, Austin Perrot. "The user interface is great, the collaboration the solution provides is outstanding, and it's easy to use within one simple application." Perrot combines his passion for telephony with his many years of teaching experience to train customers on all of the latest and greatest solutions management invests in. "At the end of our training sessions for Avaya Cloud Office, we see that the customer is so much more enthusiastic to use the solution. It's that 'aha' moment that I love to witness."

The company offers professional end-user training (handsets, Contact Centre, Unified Communications, video conferencing, and anything else involving Telecommunications), Cyber Security Awareness training, which is very important in the cloud space, refresher training (new employees that require training which reduces support requests and also allows introduction of new products to clients that result in upselling opportunities),

customer engagement and reception training focused on effective communication in a contact center or reception environment (greeting customers, responding to customer complaints, taking messages, actioning requests). InTele Training even offers complimentary product training to their partners' sales teams which assist with understanding the solutions they are recommending to their clients.

On-site training is available in Sydney, Melbourne, Brisbane, Sunshine Coast, Gold Coast, Adelaide, Perth, Hobart, and Auckland and Christchurch. All other training sessions can be conducted remotely to cater to customers virtually anywhere in the world. The company can also be included in partners' data collection or the Business Analyst process to inform on product/solution improvements and continually enhance training.

Training documentation is an essential service at InTele Training, they provide customized branded user guides for every project and if you want more of a twenty first century approach to training, they offer customised training videos.

As a public cloud solution, Avaya Cloud Office is always kept up to date, automatically and with new features and zero hardware churn or challenging upgrades.

CHALLENGES

- Promote training to increase adoption rates for client users.
- Simplify training for users and administrators.
- Create training programs for different user types and levels.

VALUE CREATED

- Increased user adoption as a result of robust training environments.
- Training conducted for numerous user groups and audiences.
- User guides and videos can be leveraged for future training programs.

How Companies Are Benefiting from Avaya Cloud Office

A domestic cleaner is seamlessly supporting its newly remote workforce with uninterrupted quality of service.

Like so many other organizations in 2020, an Australia-based domestic cleaner had to make a sudden shift to remote work without compromising quality of service (response time, handle time, wait time, etc.). Despite the disruption of COVID-19, the company was experiencing high call volumes and needed to ensure inquiries could be handled remotely just as efficiently as they would on-site.

“This customer was particularly excited about how seamless the user experience is with Avaya Cloud Office,” Perrot said. “They were able to see during the training session just how easy it is for employees to customize their calling environment, like being able to choose the caller ID they want to present to customers from a simple drop-down list or on a call-by-call basis. Or how easy it is to set voice greetings for when new calls come in or custom on-hold music or messages. They also really enjoyed the application integration capabilities.” Avaya Cloud Office supports seamless integration with 100+ ready-to-use business applications including Google, Salesforce, Microsoft and more for a seamless digital user experience that saves costs and time.

A publishing company is refocusing on higher value-added activities with simplified system management.

Without a dedicated IT team, this publisher of educational books, was extremely interested in the simplified admin experience of Avaya Cloud Office. “The company has one employee who wears many hats and is aware of certain IT tasks but not so much telephony. He was blown away in the training session by just how easy system management is. He even made it a point to tell me he wished his company had invested sooner,” Perrot explained.

As a public cloud solution, Avaya Cloud Office is always kept up to date, automatically and with new features and zero hardware churn or challenging upgrades (updates happen automatically once per quarter, included at no extra cost). Users have everything they need to learn and work effectively, and admins will never have to worry about the communication solution being out-of-date.



Avaya Cloud Office can be used anywhere, anytime from any device to view information, make changes, and securely monitor communications. IT admins (or whoever is tasked with managing the solution) can easily manage information and office numbers, set up an auto receptionist, track billing, general usage, and credits, and get flexible role and permissions for ensuring communications remain secure and available when needed.

An old-school building company steps into the future of work with top-notch, enterprise-grade cloud communications features.

An Australian-based building company was apprehensive about moving to a cloud-based communication solution for fear of being in over their head. Of course, this is where InTele Training shines.

“This customer was quite surprised by how user-friendly the interface was, even for their least tech-savvy users,” said Perrot. “It took them a lot to take that leap of faith and move to something of this nature. This is why training is vital, because the client was able to see what Avaya Cloud Office is capable of doing, it resulted in a customer that was very happy with the investment they made. At one point during the session the customer stopped and said, ‘Wow, this is going to make us so much more efficient.’”

Perrot continued, “When we’re training on solutions, it ranges from young people who can pick up technology in an instant all the way up to generations who may not be as tech-savvy or who may be scared of change.” InTele Training have found the key to ensuring that new solutions are adopted, is knowledge. The person learning the system will only be scared until they understand and are capable, once that is accomplished, they will become an advocate for the solution.

Changing How Companies Think of Communication and Collaboration

“We see customers coming to Avaya Cloud Office because it’s a one-stop-shop for all-inclusive communications. People tell us in training sessions how excited they are that they don’t need desk phones anymore or that they can do away with separate collaboration solutions they’ve been paying for and maintaining,” said Perrot. “We hear a lot of, ‘Wow, I should have done this a long time ago.’ We get so much satisfaction out of seeing customers’ eyes light up when they understand just how much the solution can do and how easy it is to use.”

“When you remove that confusion by training users, you see their faces change and they start to get excited about the product and why their management team invested in it,” Cornwall added. “By the end of each session, our trainers walk away knowing that the customer is going to be able to use the technology confidently and enjoy the full potential of it. We’re thrilled to be on the frontlines of an innovative solution like Avaya Cloud Office.”



InTele Training

InTele Training is the leading Telecommunications & IT training company in Australia and New Zealand.

Its focus is to provide exceptional training services that removes confusion, provides full understanding and is highly valued by its client and partners



We love training on Avaya Cloud Office. The user interface is great, the collaboration the solution provides is outstanding, and it’s easy to use within one simple application.”

—**Austin Perrot,**
Lead Trainer, InTele Training





About Avaya

Businesses are built on the experiences they provide and every day millions of those experiences are built by Avaya (NYSE:AVYA). For over one hundred years, we've enabled organizations around the globe to win—by creating intelligent communications experiences for customers and employees. Avaya builds open, converged and innovative solutions to enhance and simplify communications and collaboration—in the cloud, on premise, or a hybrid of both. To grow your business, we're committed to innovation, partnership, and a relentless focus on what's next. We're the technology company you trust to help you deliver Experiences that Matter.

Visit us at www.avaya.com



Experiences
That Matter

© 2021 Avaya Inc. All Rights Reserved. Avaya and the Avaya logo are trademarks of Avaya Inc. and are registered in the United States and other countries. All other trademarks identified by ®, TM, or SM are registered marks, trademarks, and service marks, respectively, of Avaya Inc.
03/21 • CL15630EN