

National Mortgage Company Selects Avaya to Help Americans Realize the Dream of Home Ownership



Avaya Oceana® Attribute Matching Transforms the Way a National Mortgage Company Does Business

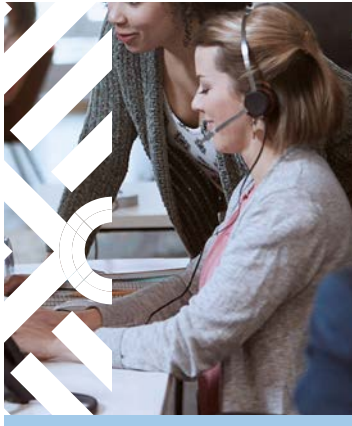
Focused on securing the American dream and providing exceptional customer experiences, a national mortgage company chose Avaya to help achieve their business objectives.

The mortgage company services clients across the United States and was struggling to deliver optimal service as each state has its own licensing requirements and therefore requires to be serviced by an appropriate agent with the correct credentials.

Partnering with Avaya strategic consultants a plan was developed to transform the way they do business. Key priorities to match the correct customer with the appropriately qualified agent, based on the state they are calling from and additional factors such as call type, customer attributes, language preference and agent proficiency, will easily be met with the dynamic nature of Avaya Oceana® attribute matching.

The solution will allow them to expand their market presence and attain growth targets through significant improvement in the efficiency, and therefore productivity, of agent resources.

Avaya Oceana® attribute matching solution allows the mortgage company to expand their market presence and attain growth targets through significant improvement in the efficiency and productivity.



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.