NEWS RELEASE

Media Inquiries:
Andrea Kreuter
+1 305-747-5682
akreuter@cct-solutions.com

Media Inquiries:
DevConnect PR
+1 613-595-9223
devconnect@avaya.com

CCT ContactPro Release 5.0 Now Rated "Avaya Compliant"

- *CCT's Unified Agent Desktop is compatible with key Avaya customer experience solutions*
- *Helps businesses centralize channel interactions for the agent*

27 March, 2018, Frankfurt, Germany and Miami, USA - CCT, a software vendor and systems integrator for unified communications and customer service solutions, announced that its CCT ContactPro solution is compliant with key customer experience solutions from Avaya, a global leader in digital communications software, services and devices for businesses of all sizes.

The Unified Agent Desktop solution ContactPro helps businesses centralize channel interactions for the agent, empowering them to efficiently serve customers in today's demanding world of multi-touch communications. The flexible, modular and customizable client-server solution is now compliance-tested by Avaya for compatibility with Avaya Aura® Application Enablement Services 7.1 and Avaya Aura Call Center Elite Multichannel 6.5. This is in addition to previous compliance testing completed with other key Avaya products such as Avaya Aura Communication Manager and Avaya Interaction Center.

CCT Solutions, with locations in the U.S., Germany and Switzerland, is a Technology Partner in the Avaya DevConnect program - an initiative to develop, market and sell innovative third-party products that interoperate with Avaya technology and extend the value of a company's investment in its network. The ContactPro solution is available through the Avaya DevConnect Select Product Program.

As a Technology Partner, CCT is eligible to submit products for compliance testing by the Avaya Solution Interoperability and Test Lab. There, a team of Avaya engineers develops a comprehensive test plan for each application to verify whether it is Avaya compatible. Doing so enables businesses to confidently add best-in-class capabilities to their network without having to replace their existing infrastructure—speeding deployment of new applications and reducing both network complexity and implementation costs.

Quotes:
"We strive to offer Avaya customers state-of-the-art solutions that leverage the value of their Avaya systems, solutions that provide features and functionality to enhance agent efficiency and multi-touch customer experience while decreasing contact center costs. New features and services of our ContactPro release 5.0 include enhanced scripting, analytics, and queue routing functionality. With this compliance testing, Avaya customers can be confident that ContactPro will seamlessly interoperate with their Avaya solutions."
- Andrea Kreuter, Managing Director, CCT

"CCT has been a valued DevConnect Technology Partner for many years. Working with Technology Partners, like CCT, to assess compatibility helps us ensure that Avaya customers can confidently leverage and upgrade to our latest solutions."
- Eric Rossman, vice president, Partnerships and Alliances, Avaya

CCT operates internationally and provides all services related to simplifying contact center and unified communications projects, sophisticated multimedia solutions, and intelligent portal solutions – from consulting and implementation to maintenance and service.

Additional Resources
www.devconnectmarketplace.com/cct-deutschland-gmbh-cct-software-llc
www.avaya.com/devconnect

About Avaya

Avaya is a global leader in digital communications software, services and devices for businesses of all sizes. Our open, intelligent and customizable solutions for contact centers and unified communications offer the flexibility of Cloud, on-premises and hybrid deployments. Avaya shapes intelligent connections and creates seamless communication experiences for our customers, and their customers. Our professional planning, support and management services teams help optimize solutions, for highly reliable and efficient deployments. Avaya Holdings Corp. is traded on the NYSE under the ticker AVYA. For more information, please visit www.avaya.com.

About CCT

Selected by Avaya to offer solutions through the Avaya DevConnect Select Product Program (SPP), CCT provides comprehensive unified communications and contact center solutions for large and medium-sized companies. The company has many years of experience in contact center systems integration and expertise in meeting company-specific requirements (also by own application development) thus providing significantly increased value and efficiency in customer communication. For more information visit the CCT website in English cct-solutions.com/en/ or Spanish cct-solutions.com/es/

# # #

CCT Deutschland GmbH
Voltastrasse 81
60486 Frankfurt, Germany
Phone +49 69 7191 4969 0

US Offices
CCT Software LLC
1735 Market Street STE 3750
Philadelphia, PA 19103
Phone +1-877 867 6740

CCT Software LLC
1801 N.E. 123rd Street, Suite 314
North Miami, 33181 FL
United States of America
Phone +1 786 738 5253

contact@cct-solutions.com