



Press Release

Avaya selects CCT as “DevConnect Partner of the Year 2015“

Frankfurt/Germany, 23 June 2015 – CCT Deutschland GmbH, a Germany-based software vendor and systems integrator for unified communications and customer service solutions, announced that Avaya has selected CCT as its 2015 DevConnect Partner of the Year.

CCT has been chosen for its [ContactPro](#) solution which offers an innovative, unified omnichannel desktop, capable of handling a variety of inbound and outbound contact center channels. It enables Avaya customers to increase customer satisfaction through improved contact center agent efficiency and productivity.

This award is part of the Avaya DevConnect Partner Excellence Awards Program, which recognizes significant achievements of Avaya Technology Partners and their value to Avaya throughout the past year. The awards are based on individual award criteria as well as overall characteristics of excellence.

“The DevConnect Partner of the Year award formally recognizes CCT Deutschland GmbH for their consistent demonstration of leadership in innovation and teamwork as well as their commitment to Avaya and Avaya customers,” said Eric Rossman, Vice President, Developer Relations, Avaya. “CCT’s innovative ContactPro solution complements the Avaya portfolio and helps customers to improve service and customer satisfaction.”

“Innovation goes beyond improvement, it gives me great pleasure to recognize CCT with the 2015 DevConnect Partner of the Year Award,” explained Jon Alperin, Director of DevConnect. “It refers to the notion of doing something not just better, but markedly different from others in the market. CCT’s ContactPro solution meets this higher standard.”

Uwe Kreuter, CCT’s Managing Director, who received the award at the IAUG Converge2015 conference in Denver last week, added: “This is a significant validation of CCT and ContactPro. It underscores the relevance of simplifying contact center operations and increasing contact center agent efficiency and productivity through user-friendly solutions for the omnichannel agent desktop.”

CCT, an Avaya DevConnect Technology Partner and participant in the DevConnect Select Product Program (SPP), operates internationally and provides all services related to simplify contact center and unified communications projects, sophisticated multimedia solutions, and intelligent portal solutions – from consulting and implementation to maintenance and service.

About Avaya:

Avaya is a global provider of business collaboration and communications solutions, providing unified communications, contact centers, networking and related services to companies of all sizes around the world. For more information please visit www.avaya.com and www.devconnectmarketplace.com

About CCT

An Avaya selected Member of the 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/

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Award Presentation at IAUG Converge2015:



from left to right: Eric Rossmann (Vice President, Developer Relations, Avaya), Stephan Danz (Senior System Engineer, CCT), Uwe Kreuter (Managing Director, CCT), Uwe Witt (Sales Director, CCT), Uwe Seiler (Senior Consultant, CCT) Jon Alperin (Director DevConnect)