NEWS RELEASE

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CCT's ContactPro V 3.5 Now Rated "Avaya Compliant"

- *CCT ContactPro Version 3.5 is compatible with Avaya Aura® Presence Services*
- *Helps businesses improve resource usage, grow knowledge, and increase customer satisfaction*

<u>FOR IMMEDIATE RELEASE: xx, October, 2015</u>

Philadelphia, USA / Frankfurt, Germany — CCT, a leading provider of comprehensive unified communications and contact center solutions for large and medium-sized companies, today announced that its most recent version of ContactPro and its Presence module is compliant with key contact center and team engagement solutions from Avaya, a global provider of solutions that enable customer and team engagement across multiple channels and devices for better customer experience, increased productivity and enhanced financial performance.

CCT's ContactPro is an Omni channel desktop solution enabling agents to handle all inbound and outbound channels deployed by the contact center. It helps businesses leverage their existing Avaya infrastructure while decreasing contact center costs and increasing customer satisfaction. The application is now compliance-tested by Avaya for compatibility with Avaya Aura Presence Services 6.2.

The concept of presence is not new to the contact center. Every ACD works with real-time presence to check agent availability and route customer queries based on skill set. However, enhanced company-wide Presence allows contact center managers to add additional resources to the contact center, such as back office, 2nd or 3rd level experts, helping quickly and efficiently meet today's complex customer service demands. The use of Presence can lead to an increase in first contact resolution, customer satisfaction and customer loyalty.

CCT Solutions, with locations in the U.S., Germany and Swiss, 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.

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:

"Presence enables the contact center to leverage a company's entire knowledge base. Agents are just one click away from involving available resources to quickly and accurately resolve customer queries. With this compliance testing, customers can be confident that ContactPro will seamlessly interact with Avaya Aura Presence Services to help increase customer satisfaction."

-- Uwe Kreuter, Managing Director, CCT

"Technology partners like CCT are helping Avaya customers provide positive customer experiences to their clients. Integrating Avaya Aura Presence Services and its dedicated staff presence features with the ContactPro agent desktop gives contact center managers another tool to enhance their customer engagement."

-- Eric Rossman, vice president, Developer Relations, Avaya

Additional Resources

www.devconnectmarketplace.com

www.avaya.com/devconnect

www.cct-solutions.com/en/

About Avaya

Avaya is a leading provider of solutions that enable customer and team engagement across multiple channels and devices for better customer experience, increased productivity and enhanced financial performance. Its world-class contact center and unified communications technologies and services are available in a wide variety of flexible on-premise and cloud deployment options that seamlessly integrate with non-Avaya applications. The Avaya Engagement Environment enables third parties to create and customize business applications for competitive advantage. Avaya's fabric-based networking solutions help simplify and accelerate the deployment of business critical applications and services. For more information please visit www.avaya.com.

About CCT

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. CCT is leading the way in Omnichannel customer engagement solutions. Based on Avaya technology, CCT helps companies communicate with existing contact channels and a new generation of customers, through web and mobile based interactions, such as Web RTC, chat, co browsing and video, ensuring their contact center agents adapt to the changing customer landscape, decreasing contact center costs and providing efficient relationships with their customers.

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