



## NEWS RELEASE

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## **CCT ContactPro Now Available through Avaya DevConnect Select Product Program**

### **Key Takeaways:**

- *Innovative multichannel agent desktop can be ordered directly from Avaya and its channel partners.*
- *Enables easier access to Avaya-compatible technology that extends the value of a company's unified communications network.*

For Immediate Release: 19 September 2014

Frankfurt / Germany - Today, [CCT Deutschland](#) GmbH, a provider of comprehensive unified communications and contact center solutions for large and medium-sized companies, announced that CCT ContactPro, its universal multichannel agent desktop solution, will be sold through [Avaya](#), a global provider of business collaboration systems, software and services, through the Avaya DevConnect Select Product Program.

The Select Product Program offers customers a streamlined way to order Avaya-compatible, third-party applications chosen for the powerful capabilities they bring to Avaya's portfolio.

CCT and its products offered through the program have been compliance-tested for compatibility with Avaya Aura® Communication Manager 6.3, Avaya Aura® Application Enablement Services 6.3 and Avaya Interaction Center 7.3. By integrating with an Avaya platform, it makes it easy for companies to serve customers efficiently by providing a

unified interface for handling inbound and outbound channels deployed by the contact center and leveraging the Avaya's contact center platforms' comprehensive routing and reporting functions to the desktop.

As part of Avaya's orderable solution set, CCT products can be easily purchased through both Avaya and its channel partners. Customers can add specific capabilities to their existing Avaya platform or can source a complete Avaya-based communications solution that incorporates CCT ContactPro. The modular and customizable client-server solution has a multi-language design and is currently available in English, Spanish, German, and Dutch.

CCT and other companies participating in the Select Product Program are Technology Partners 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.

Streamlined ordering through the Select Product Program is available in the U.S., Canada, Mexico, the EU, select countries in EMEA and Asia Pacific, and is expected to expand to other countries in 2014. Offers may vary by country. Delivery, implementation, service and support are provided by Select Product Program companies.

**Quotes:**

"We are very excited that ContactPro has been selected to be a part of this program and look forward to enabling Avaya partners deploy our solution to bring added value to their customers."

**Andrea Kreuter, Managing Director, CCT Deutschland GmbH - An Avaya DevConnect Company and Select Product Program Provider**

"The inclusion of CCT ContactPro in the DevConnect Select Product Program helps Avaya clients obtain multimedia management functionality with greater ease. Coupled with Avaya platforms the capabilities help them decrease contact center costs and increase customer satisfaction.

**--ERIC ROSSMAN, VICE PRESIDENT, DEVELOPER RELATIONS, AVAYA**

**Additional Resources:**

- [www.avaya.com/devconnect](http://www.avaya.com/devconnect)
- [www.devconnectmarketplace.com](http://www.devconnectmarketplace.com)

**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](http://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. For more information visit the CCT website in English [cct-solutions.com/en/](http://cct-solutions.com/en/) or Spanish [cct-solutions.com/es/](http://cct-solutions.com/es/)