NEWS RELEASE

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CCT ContactPro is now Rated "Avaya Compliant"

- *CCT ContactPro Version 3 is compatible with key Avaya contact center solutions*
- *Helps businesses to increase Customer Satisfaction, decrease Contact Center Costs and enable Multichannel Services*

FOR IMMEDIATE RELEASE: 02 September, 2014

Frankfurt, Germany — CCT Deutschland GmbH, a leading company for comprehensive unified communications and contact center solutions for large and medium-sized companies, has announced that the most recent version of ContactPro has been successfully tested for interoperability with key contact center solutions from Avaya, a global provider of business collaboration and communication software and services.

CCT ContactPro helps businesses leverage their existing Avaya infrastructure while decreasing contact center costs and increasing customer satisfaction. The latest version, CCT ContactPro version 3 has successfully completed Avaya DevConnect Compliance Testing with Avaya Aura® Communication Manager 6.3, Avaya Aura® Application Enablement Services 6.3 and Avaya Interaction Center 7.3.

One of the companies benefiting from the interoperability of CCT and Avaya solutions is the customer service center of Süwag, a German utility company, handling approximately 1.2 million contacts per year. CCT ContactPro helps them leverage their existing Avaya infrastructure, improve the management of all customer service interactions and empower the agents.

ContactPro is a modular and customizable client-server solution which provides a unified interface for handling all inbound and outbound channels deployed by the contact center. The latest version features new modules like Outbound Campaign Management, Supervisor and

Report enhancements as well as enriched presence capabilities. In addition to English and German, it is now also available in Spanish and Dutch.

CCT Deutschland 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 Deutschland 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:

"ContactPro is a huge help for managing our resources. The software is extremely user-friendly and flexible; its entire 'look and feel' is engaging."

Jochen Dornbach, Director Contact Management and Optimization, Süwag (German utility company)

"Today, customers expect to be able to use a broad variety of channels when contacting a company, whether they're looking for information or need services. With ContactPro we provide a flexible and modular solution that helps enterprises meet the challenges they are facing in the world of multi-channel communication. Our solution helps contact centers leverage their existing Avaya infrastructure while decreasing contact center costs and increasing customer satisfaction."

Andrea Kreuter, managing director, CCT Deutschland GmbH

"Technology partners like CCT Deutschland are helping companies provide positive customer experiences to their clients. Serving the "Millennial" Generation, already familiar with web chat, Instant Messaging (IM) and multi-channel self-service, requires new approaches to customer experience management, and partners like CCT help Avaya customers leverage their existing resources efficiently while adding these advanced technologies."

Eric Rossman, vice president, Developer Relations, Avaya

Additional Resources

www.devconnectmarketplace.com
www.avaya.com/devconnect
http://cct-solutions.com/en/solutions/desktop-solutions/contactpro

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.

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 cct-solutions.com.

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