



ContactPro Helps Customers Master Omnichannel Interactions in the Contact Center

CCT ContactPro release 5.3 now rated “Avaya Compliant” compatible with Avaya OneCloud™ CCaaS solutions

Frankfurt, Germany and Miami, USA –04th of September. CCT today announced that its ContactPro solution is compliant with key Avaya OneCloud™ Contact Center as a Service (CCaaS) solutions, helping customers improve the omnichannel customer journey by enhancing and streamlining the agent experience. [Avaya](#) (NYSE: AVYA) is a global leader in solutions that enhance and simplify communications and collaboration.

CCT helps customers centralize channel interactions for agents working on site or from home. It supports and empowers the omnichannel agent in both inbound and outbound voice and non-voice interactions, including modern messaging interactions, providing customers with a full service experience. The application is now compliance-tested by Avaya for compatibility with Avaya Experience Portal 7.2.3 and Avaya Proactive Outreach Manager 3.1.3.

“Communication and collaboration needs are evolving fast and constantly, with agent interactions getting increasingly complex,” said Andrea Kreuter, Managing Director, CCT Solutions. “Agents need a clean and modern desktop enabling them to perform at their best. With a strong focus on new media channel and combined Agent / bot / AI functionality, CCT ContactPro® combines integration with core systems, and automation with advanced mapping options and features such as agent analytics to support better workforce engagements.”

“Technology partners like CCT are helping ensure that customers can make the most of the Avaya technology they deploy and stay on top of consumer service expectations while increasing contact center efficiency,” said Eric Rossman, vice president, Partners, Developers and Alliances, Avaya.

CCT 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 can submit products to Avaya for compliance testing, where a team of DevConnect engineers develops a comprehensive test plan for each application to verify its Avaya compatibility. This enables customers to confidently add best-in-class capabilities to their network without having to replace their existing infrastructure—helping speed deployment of new applications and reduce both network complexity and implementation costs.

Learn more about how CCT is part of [Avaya’s DevConnect program](#) and Avaya’s other [partner programs](#).

About Avaya

Businesses are built on the experiences they provide, and every day millions of those experiences are built by Avaya Holdings Corp. (NYSE: AVYA). For over one hundred years, we've enabled organizations around the globe to win – by creating intelligent communications experiences for customers and employees. Avaya builds open, converged and innovative solutions to enhance and simplify communications and collaboration – in the cloud, on-premise or a hybrid of both. To grow your business, we're committed to innovation, partnership, and a relentless focus on what's next. We're the technology company you trust to help you deliver Experiences that Matter. For more information, please visit <http://www.avaya.com>.

About CCT

CCT Solutions, with locations in the U.S., Germany, and Switzerland, 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 www.cct-solutions.com

Tags: Avaya, channel partners, communications solutions, devconnect, developers, resellers

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