Avaya, Inc.

Leading Communications Provider Builds on their Competitive Advantage by Extending their BI Software Functionality with MotioADF™.

"With the complexity of our user interface, it would have taken us twice as long as it did if we had not started with Motio's software tools. They worked alongside of us to provide the best user interface for the product and the end results is quite impressive."

Sheila Higgins, Senior Technical Manager, Contact Center Reporting

"I would classify Motio™ as a 'thinking' organization. They were very capable of providing insight in areas of their expertise...their grasp of modern software techniques and ability to move quickly was also a great asset to us."

Mark Whipple, Lead Architect, Contact Center Reporting

Solution Overview

Avaya enables businesses to achieve superior results by designing, building, and managing their communications networks. Focused on enterprises small to large, Avaya helps customers leverage existing and new networks to create value and enhance business performance.

Avaya's contact center clients count on Avaya's intelligent systems to provide enterprise class products enabling accurate and timely reports on all contact center activity including voice, chat and email. In order to exceed client expectations, Avaya chose to customize and extend the functionality of their BI application by implementing MotioADF™. MotioADF™ has enabled Avaya to deliver a customizable solution that is integrated with Avaya's overall product concept providing Avaya customers with a seamless and more robust user experience.

Avaya and their customers now enjoy the benefits of emerging best practices in Business Intelligence.

About Avaya

Avaya delivers Intelligent Communications solutions that help companies transform their businesses to achieve marketplace advantage. More than 1 million businesses worldwide, including more than 90 percent of the FORTUNE 500®, use Avaya solutions for IP Telephony, Unified Communications, Contact Centers and Communications-Enabled Business Processes. Avaya Global Services provides comprehensive service and support for companies, small to large. For more information visit the Avaya Web site, www.avaya.com.

Industry
Communications

Motio Products
MotioADF™

Challenge
- Develop a brand new BI software application interface that is customizable yet fully integrated into Avaya's overall product concept so that Avaya's customers have a seamless and more robust user experience.

Solution
- Provide an object-oriented interface for Avaya's reporting application, complete with re-usable web-based widgets.
- Incorporate a wizard allowing end users to create customized reports based on their unique business logic.

Results
- Faster time-to-market by leveraging MotioADF™ and Motio's experience in developing embedded reporting applications.
- Greatly enhanced functionality for Avaya customers created by a fully customized reporting interface that is integrated into Avaya's overall product concept.