myICT

Connecting People Tools and Services

Avaya Breeze™ in Action!

Since the start of Avaya Breeze™ we invented and developed a wide variety of Snap-ins and successfully managed their integration. With Avaya Breeze™ Client SDK we are able to provide suitable client interfaces for the challenges of a modern unified communication workplace. From basic features for all users to specific features for specialists, with Engelbart Software and Avaya Breeze™ you always have the right tools for a successful way of modern communication.

Avaya Breeze™ Snap-Ins

Extend your telephony services. Not only a "gap-filler" for missing features and especially if connected with other systems, data and services, a Snap-in can unfold its true benefits. Intercept incoming calls and add useful information for the call taker, assist with context driven functions and workflows. Trigger events from processes or IoT devices and bring together responsible people and relevant data in an automated and assisted conference call.

Think about existing gaps and bottlenecks in your enterprise or organization communication, what can be simplified or even improved. Engelbart Software offers a wide range of "out-of-the-box" Snap-ins as well as custom tailored solution and individual programming services not only in the Avaya environment.

Snap-Ins from the Engelbart Software "Call-Intercept" Toolbox

Last Agent Routing: Caller gets routed to the same agent if recall within X minutes.

Called Party Identifier: Display the call taker useful information about the called number (+ trigger events).

Enhanced Caller ID: Identify caller by phone number and display enhanced information to user (+ trigger events).

Blacklist/Whitelist: Block unwanted calls and forward important customers directly to dedicated experts. Easy to manage.

Masked Phone Number: Phone number masking for outgoing calls individually and on demand.

Avaya Breeze™ Client SDK (CDSK)

Embed your telephony services. With CDSK you can enhance your existing Avaya client or design an own customized client, both to fully match your needs. Enrich your audio communication experience with useful visual information and embed internal and external services and data sources and pair it with advanced functions in one place.
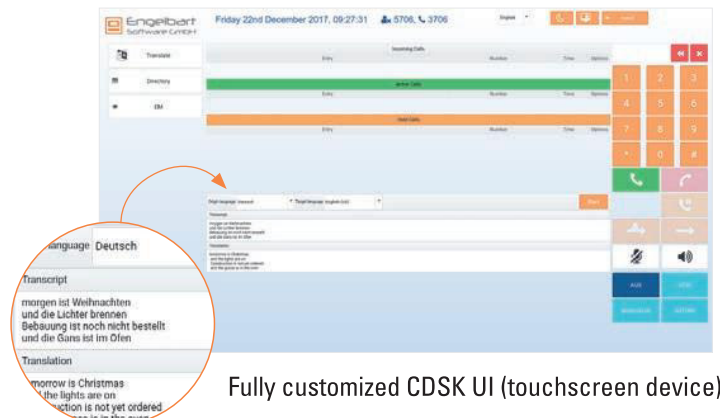
Fully customized CDSK UI (touchscreen device)

- User interface is 100% customizable
- Unified communication in one place - integrate chat/mail/video services & enriched Snap-in data
- Context driven user interface - display and highlight useful functions based on call situation, provide text blocks, short buttons, customer files or working instructions.
- 2-way integration of telephony workflows and processes, cumulate data from other systems and devices using API's and web services

CDSK UI on
Avaya device

Let your work process decide the design of your communication device!

Engelbart Software GmbH