



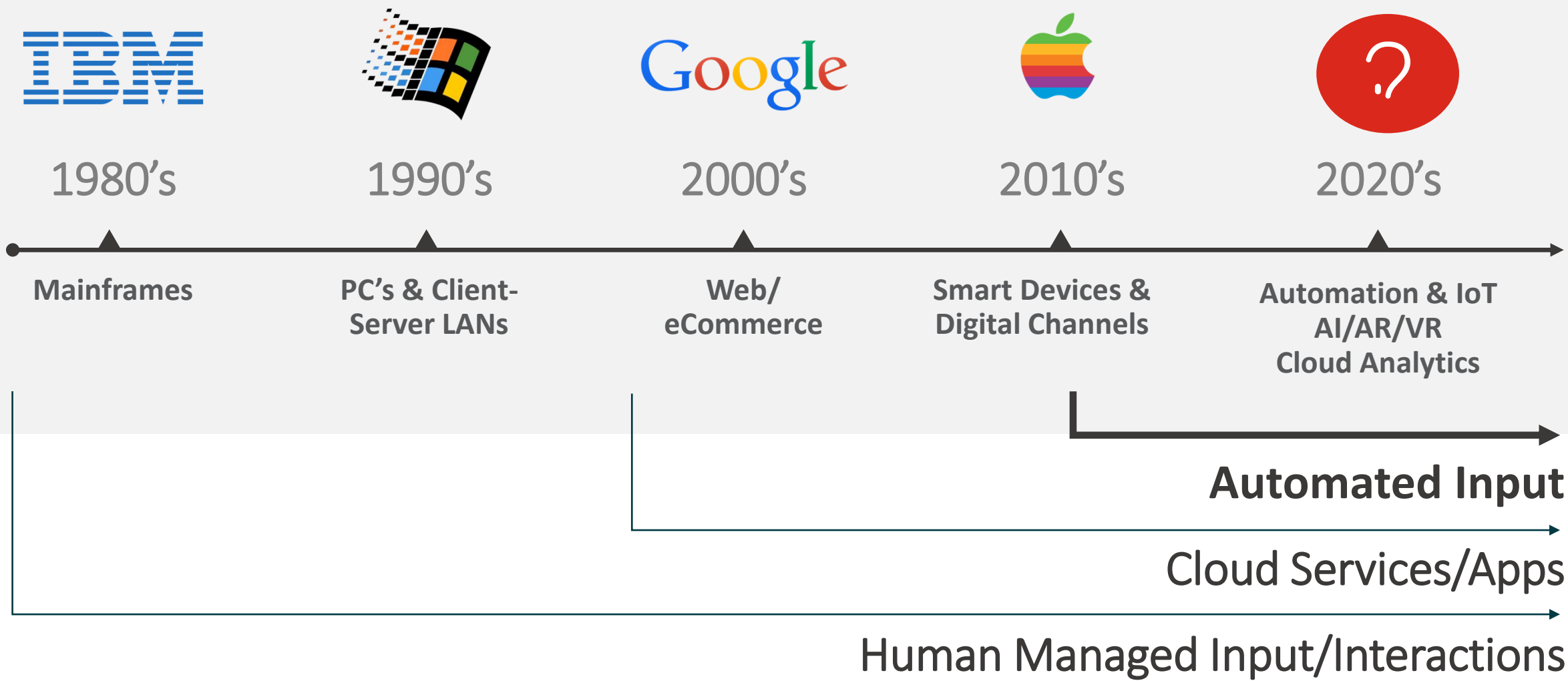
The background of the slide is a photograph of four business professionals (two men and two women) sitting around a wooden table in a modern office setting, engaged in a discussion. A semi-transparent red banner is overlaid across the middle of the image.

Evolucionando a una Empresa Digital

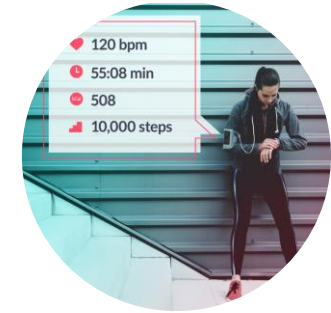
Ricardo Janches

Avaya LAE Managing Director (Argentina, Chile, Colombia , Perú & Uruguay)

AI – IoT Will Drive the Next Wave of Change



“You’ve got to start with the **customer experience** and work back toward the technology.”



IOT

Sensors & Wearables

Contextual Analytics

Transition IVR to IVA

Integrate VR & AR

Social Media Context

Secure Mobile experience





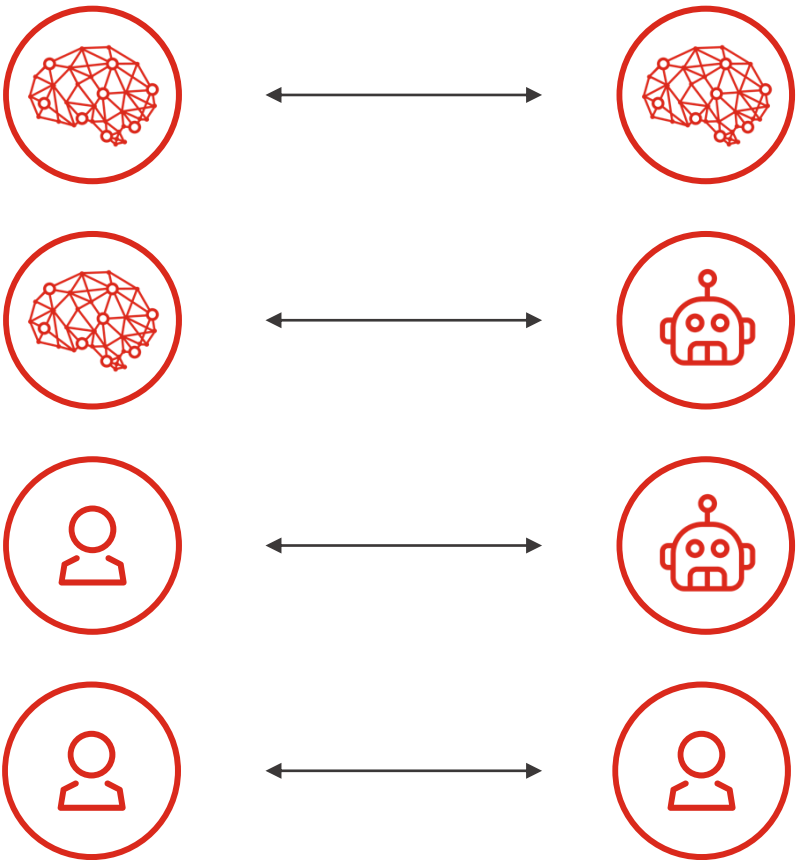
Evolving Now....

Rapid Growth

Today

Predominant

TODAY'S
INTERACTIONS



Machine-to-Machine

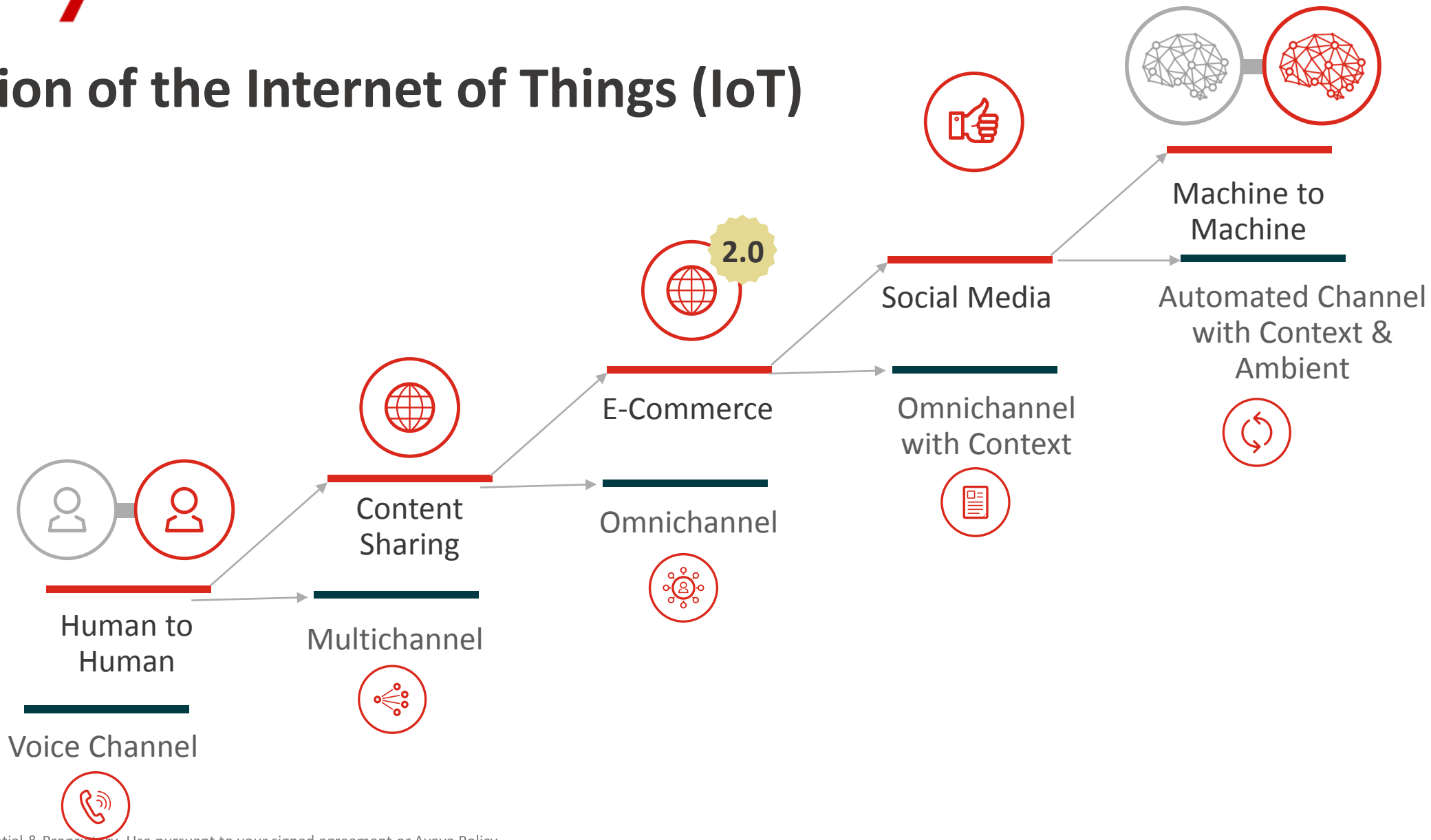
Machine-to-AI

Human-to-AI

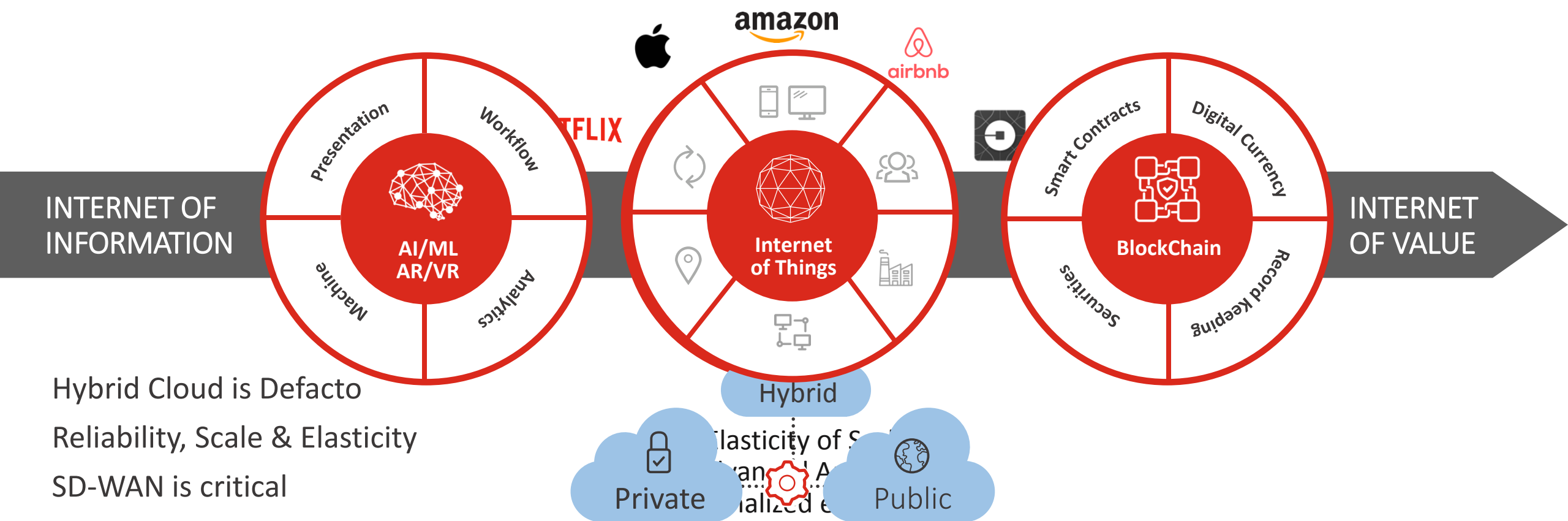
Human-to-Human

~~NEXT GEN
INTERACTIONS~~

Evolution of the Internet of Things (IoT)



Industry and Technology Trend Disruptors



Hybrid Cloud is Defacto
Reliability, Scale & Elasticity
SD-WAN is critical

Omni to AI Channel

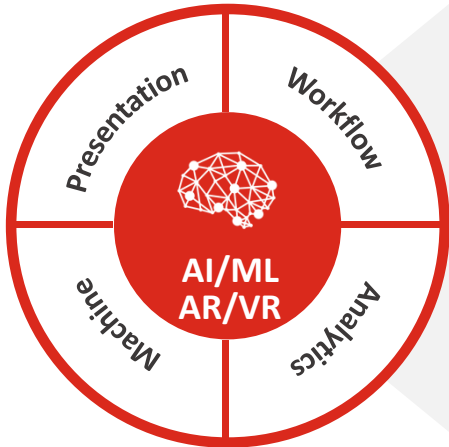
AI/ML Integration

Workflows

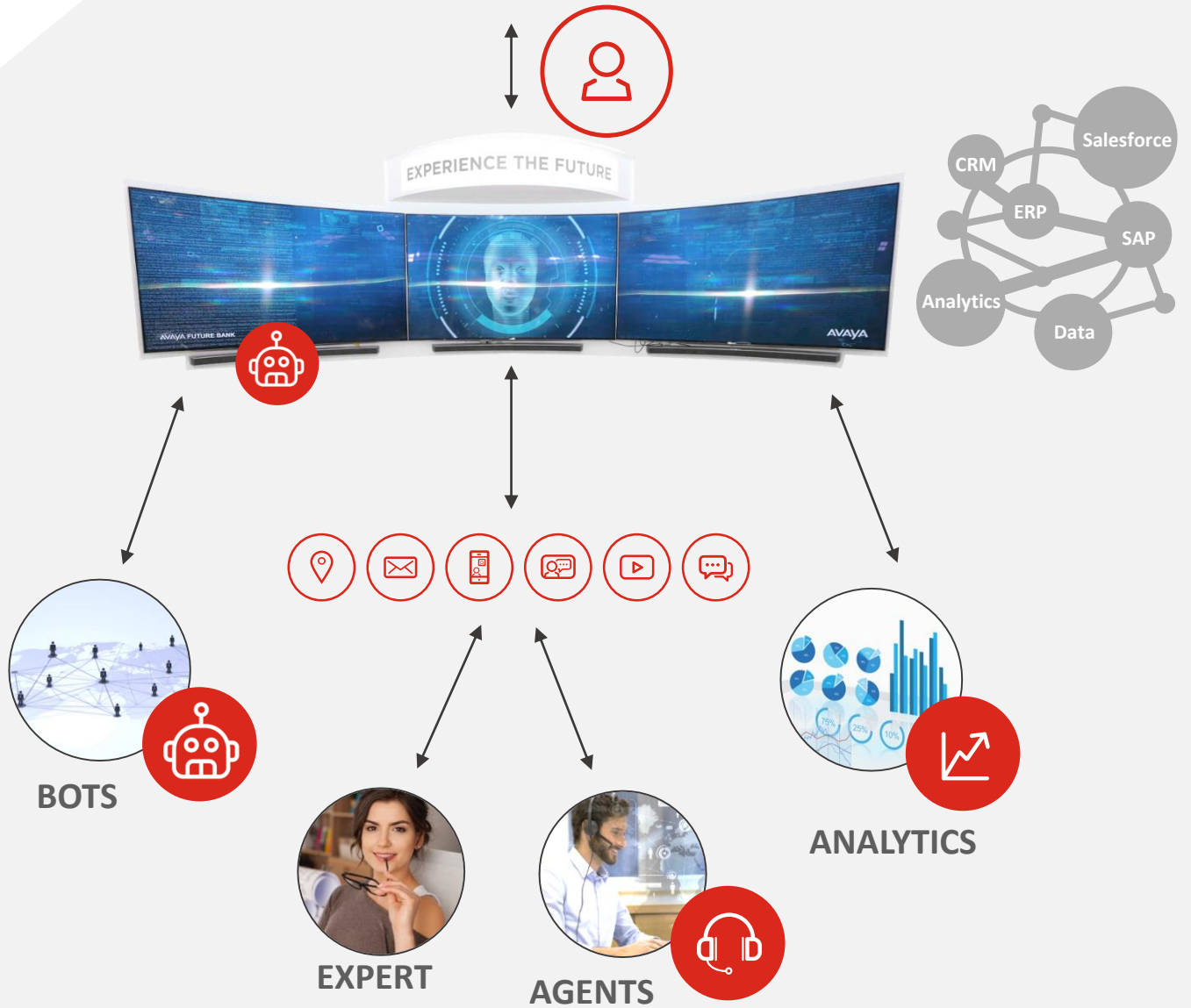
Automated Workflows with AI/ML

Automate Multichannel

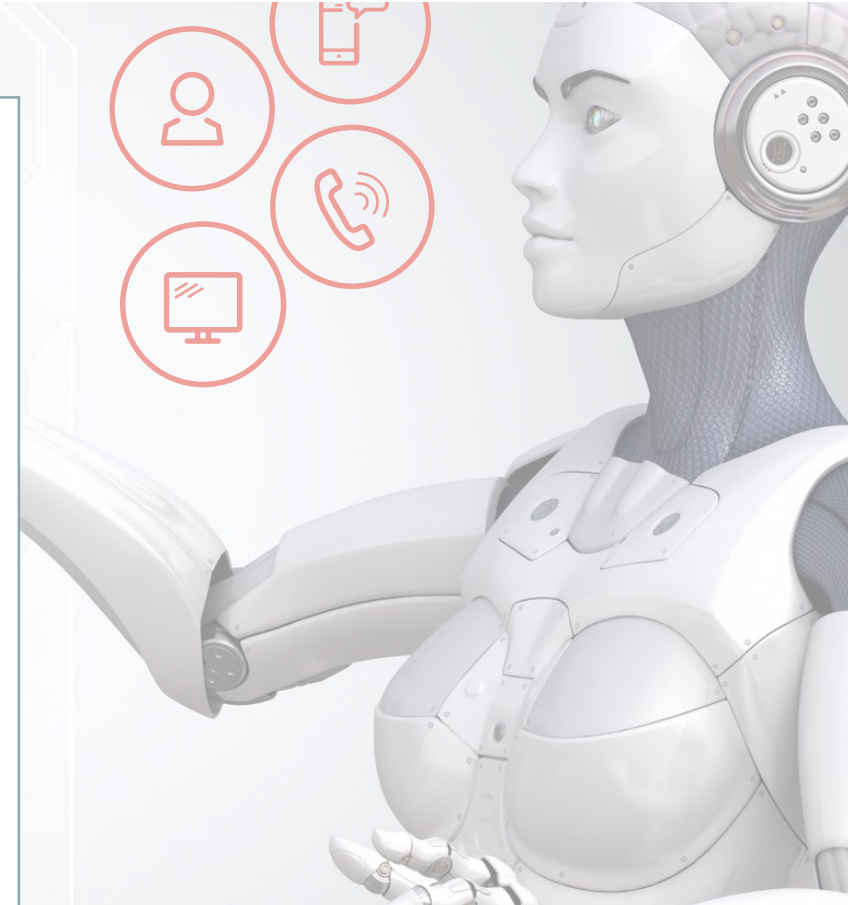
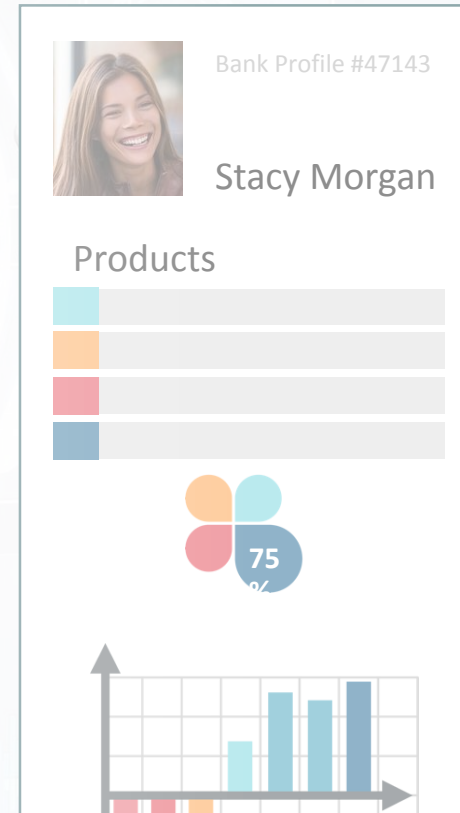
Bring Context to/from AI



Omnichannel Consolidates to a "SINGLE" channel session with AI at the forefront

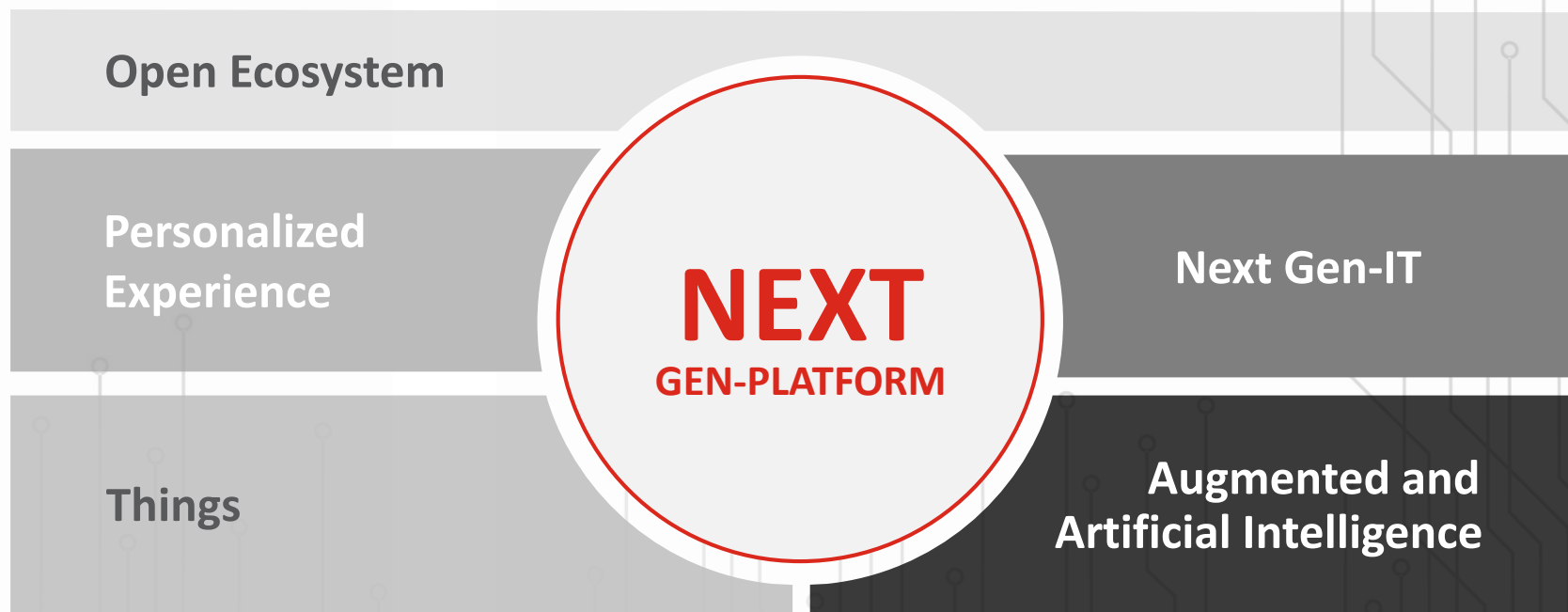


Leverage Digital Identity Blockchain Use Case

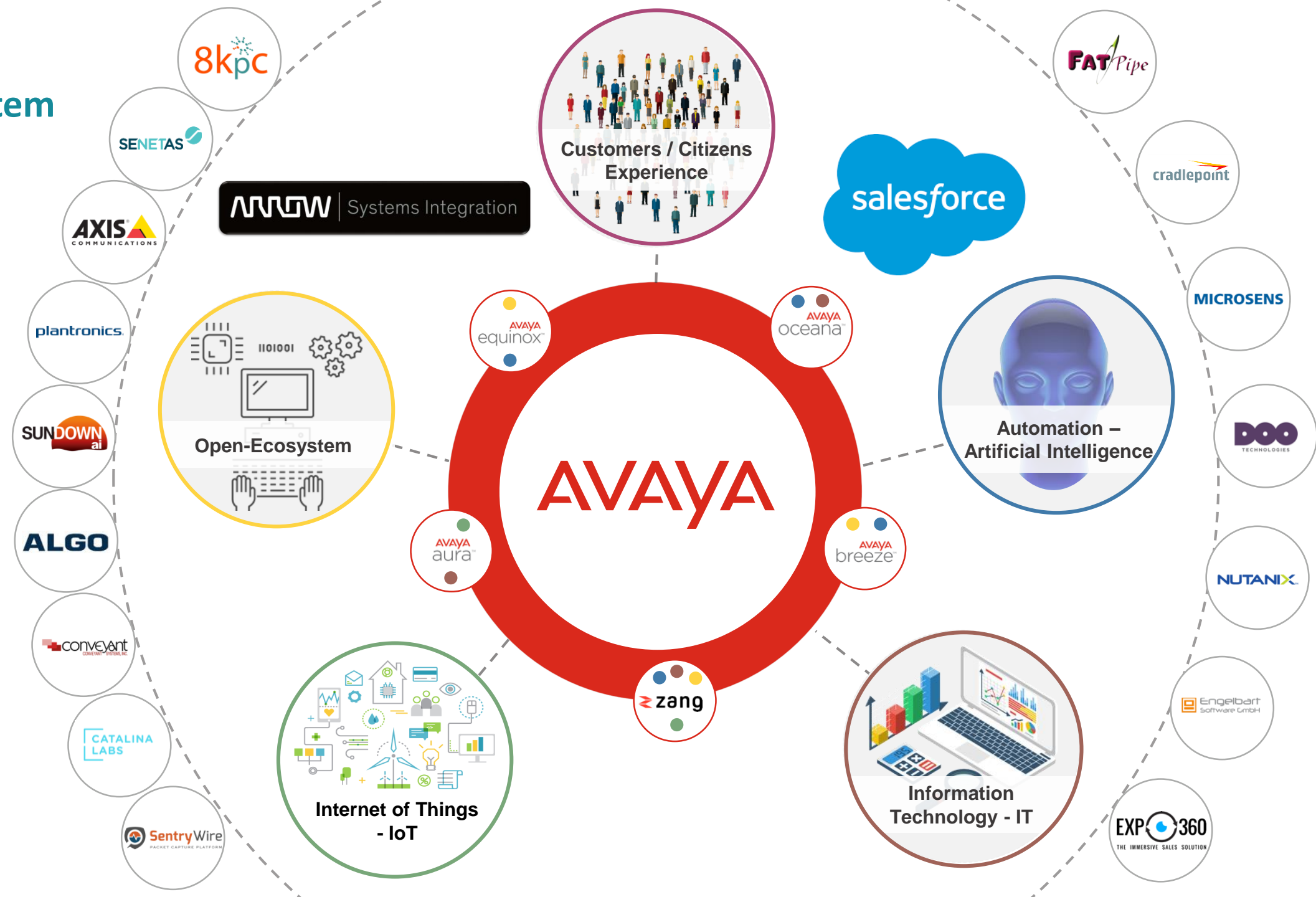


SAVING 40-75 SEC PER CALL

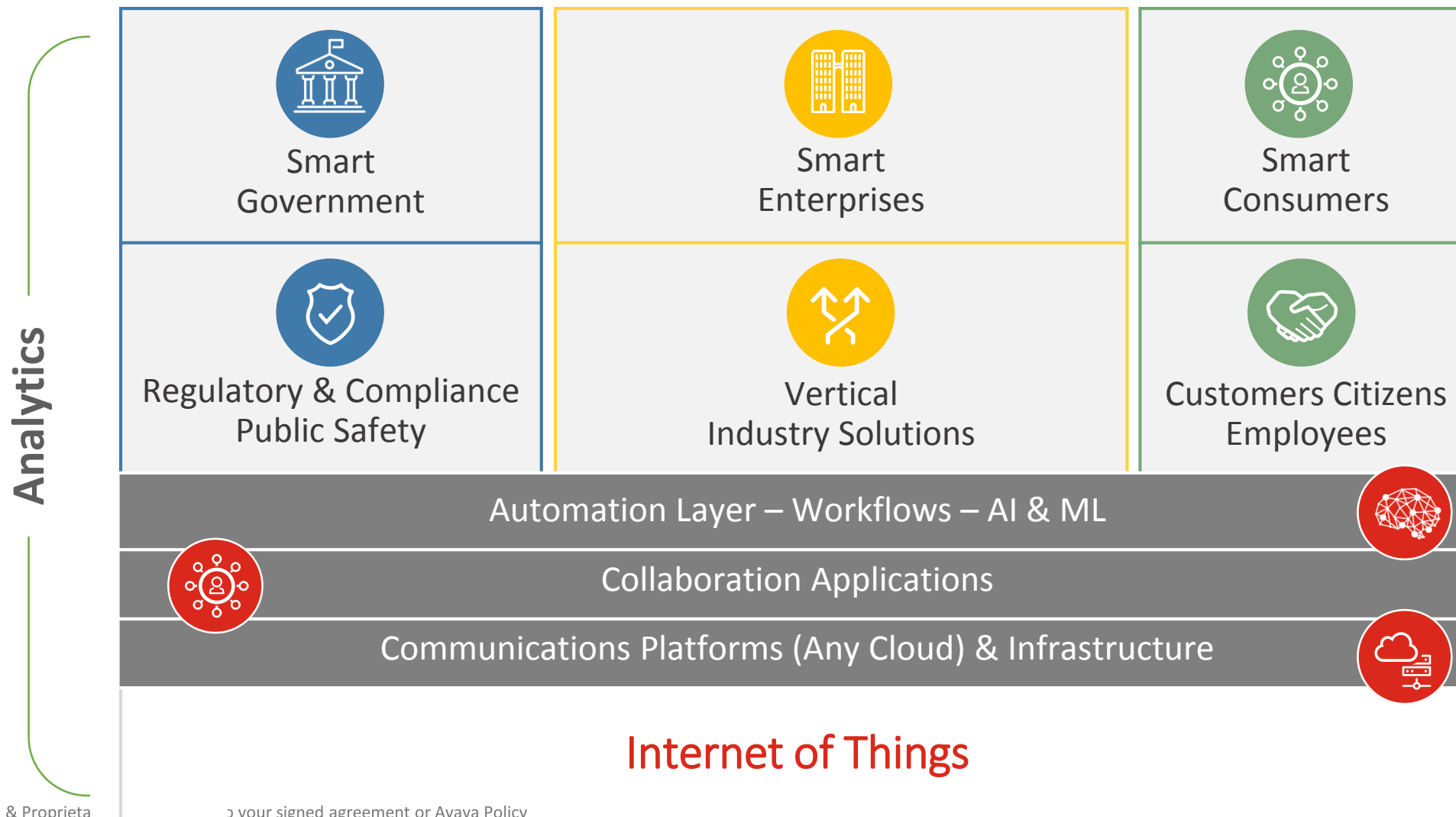
Next Gen Platform Summary & Focus



Open Eco-system



DIGITAL TRANSFORMATION FRAMEWORK



AVAYA

Gramercy



Smart Solutions - Public Safety – NG 911



Beyond enhancing
communications, enable:



Next-gen Emergency Services



SEARCHING

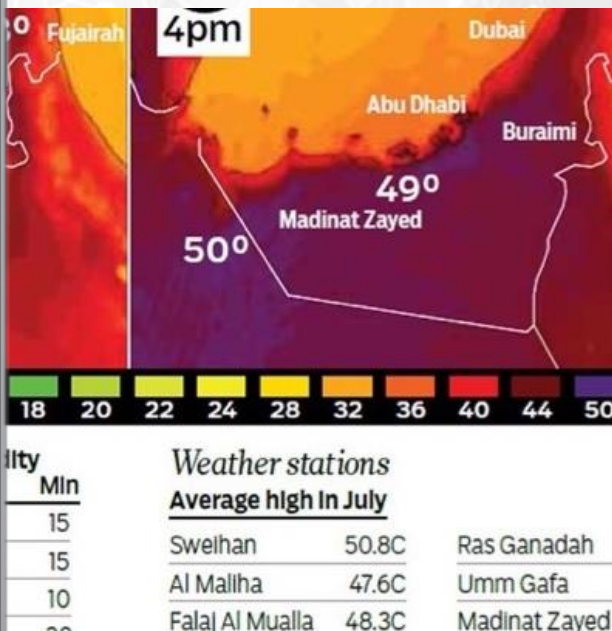
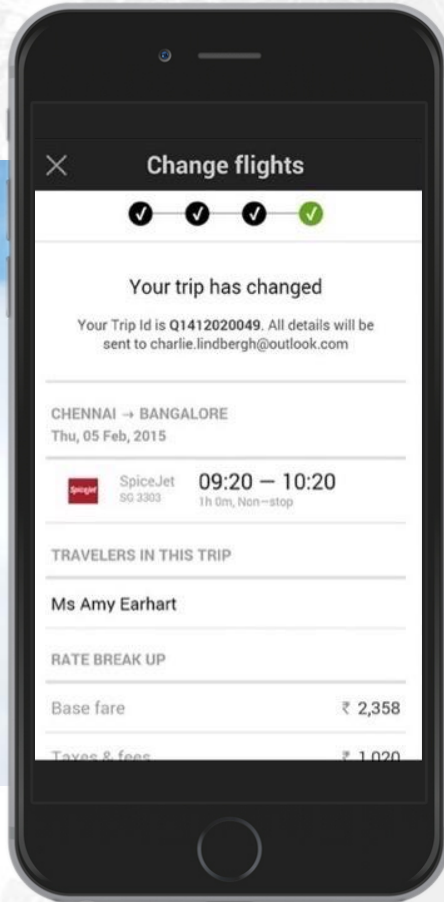
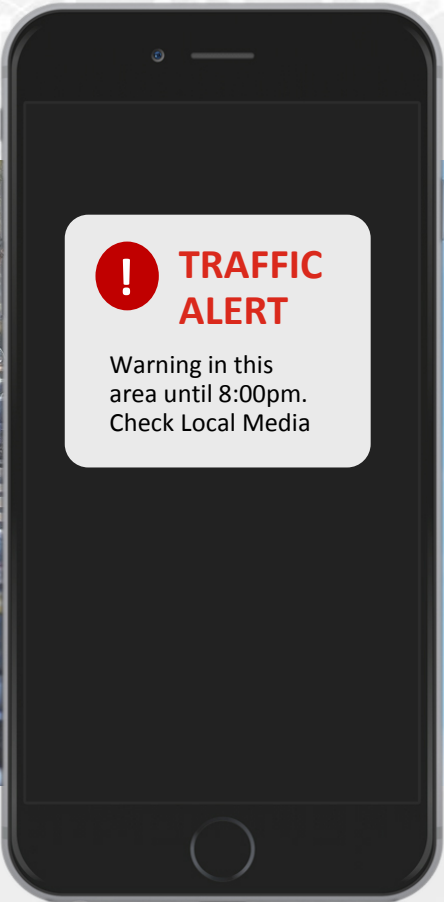


Unable to
determine
address

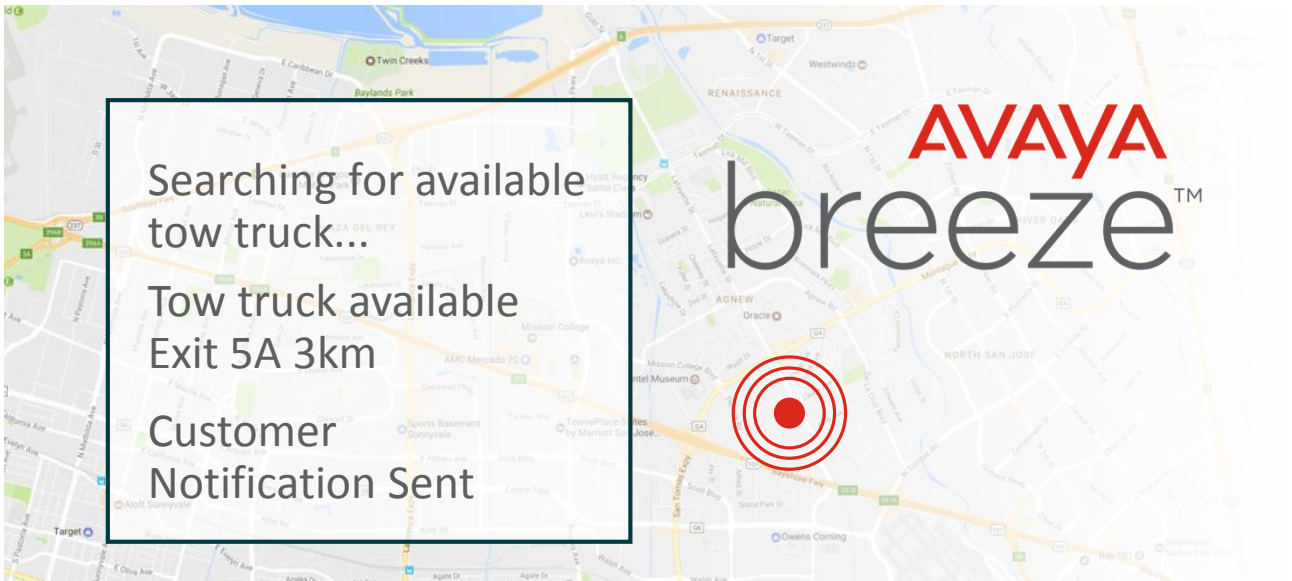
Guardian Angel Solution



Smart Solutions - Transportation - Proactive Notifications




Smart Solutions - Connected Cars / IoT – Proactive Notifications




Car Service Required: Low Pressure Tire Alert !

Loading Car Profile...



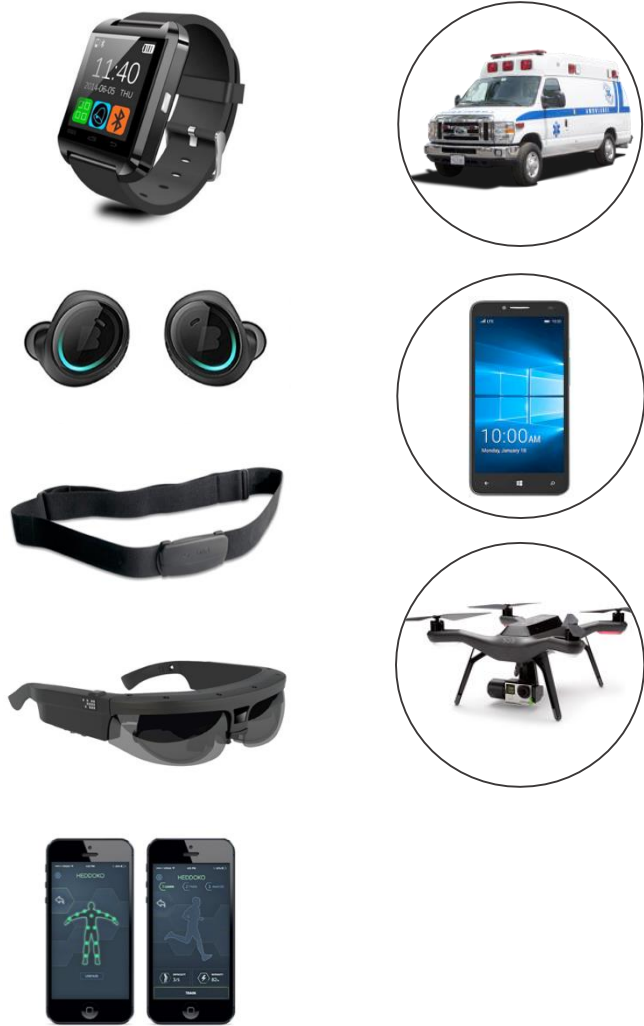
TESLA



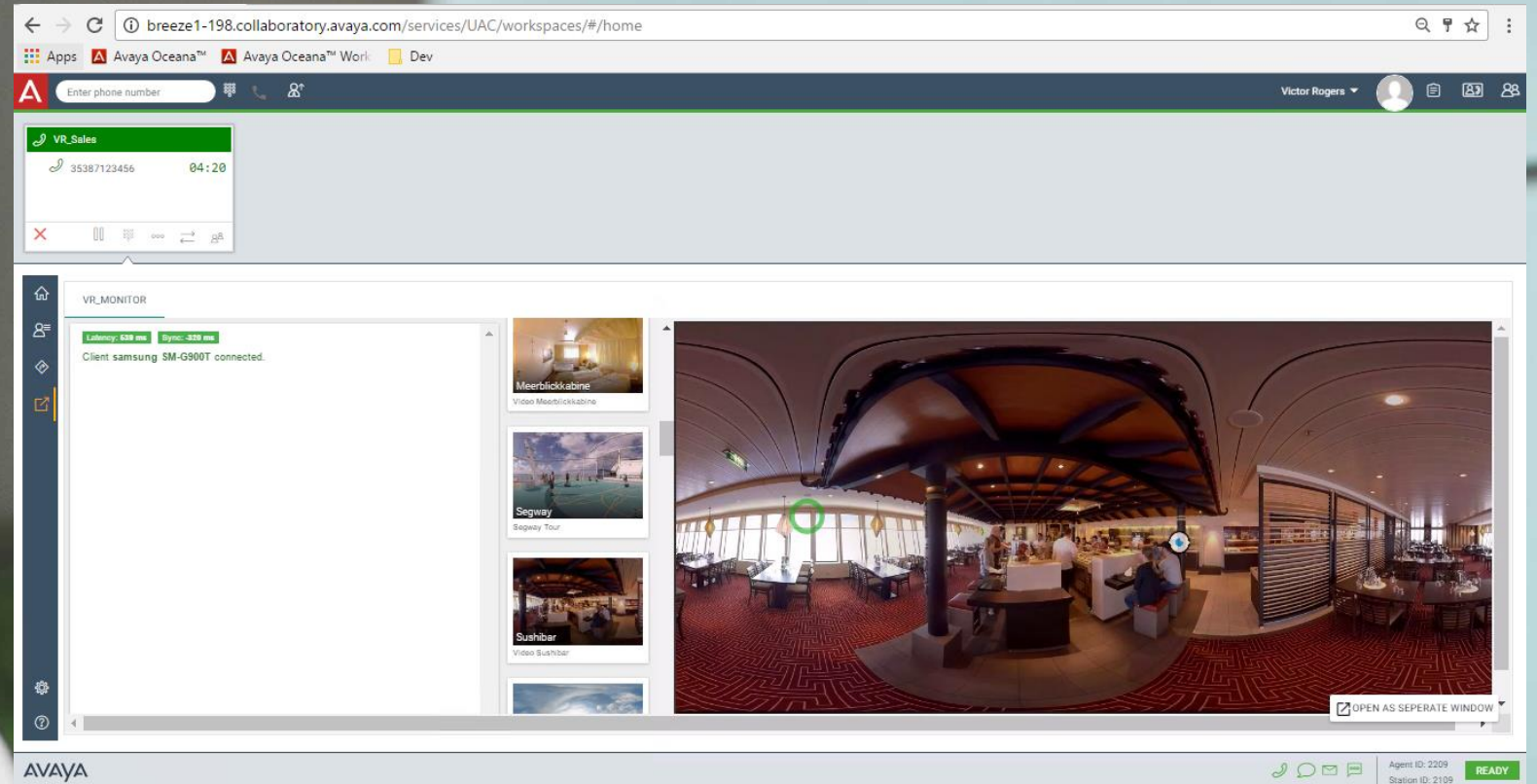
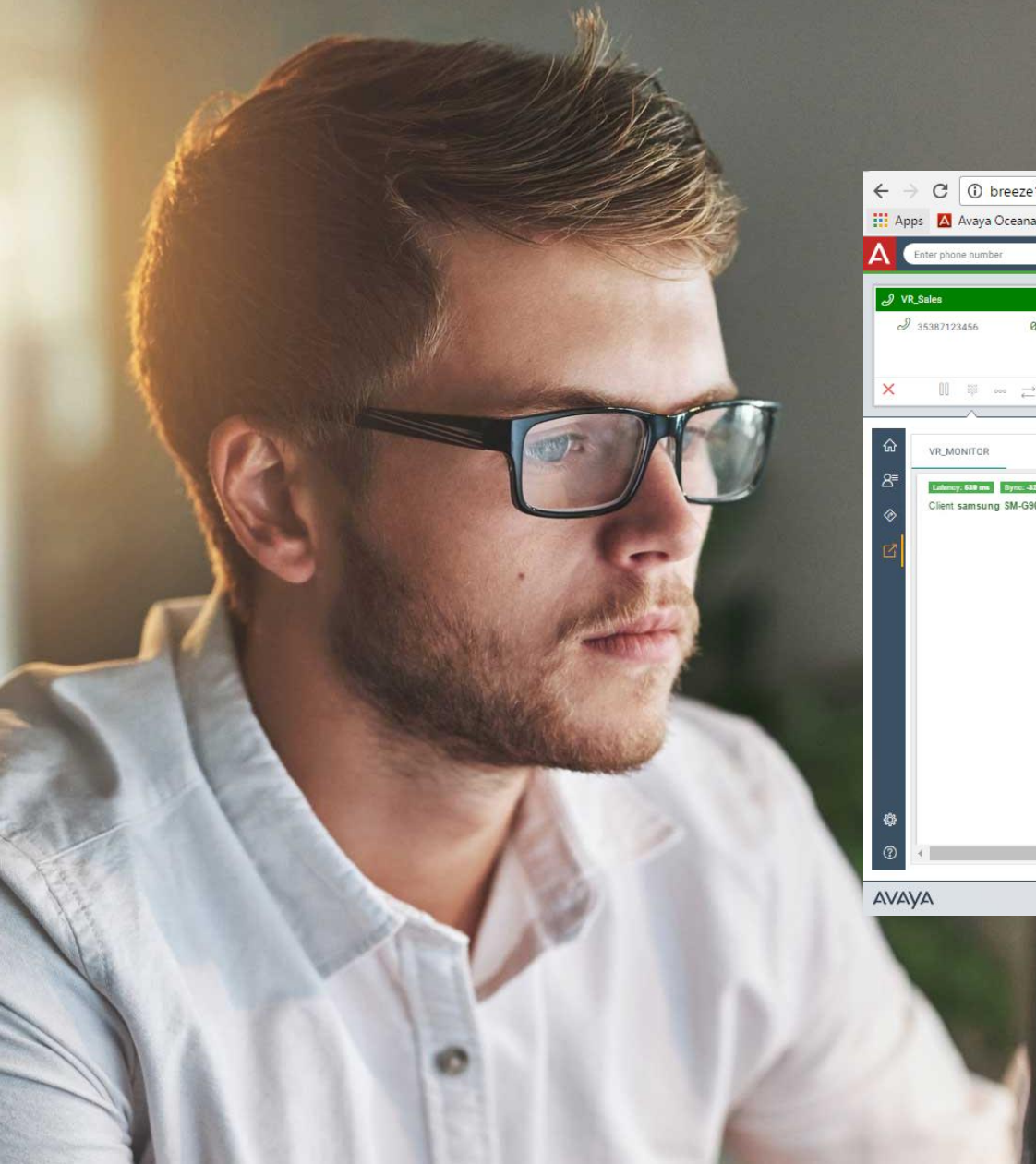
Car ID: 9346013
Model: 2017
Owner: Jean Turgeon
Phone Number: 804 7616782

Location: Great America Pkwy, Santa Clara

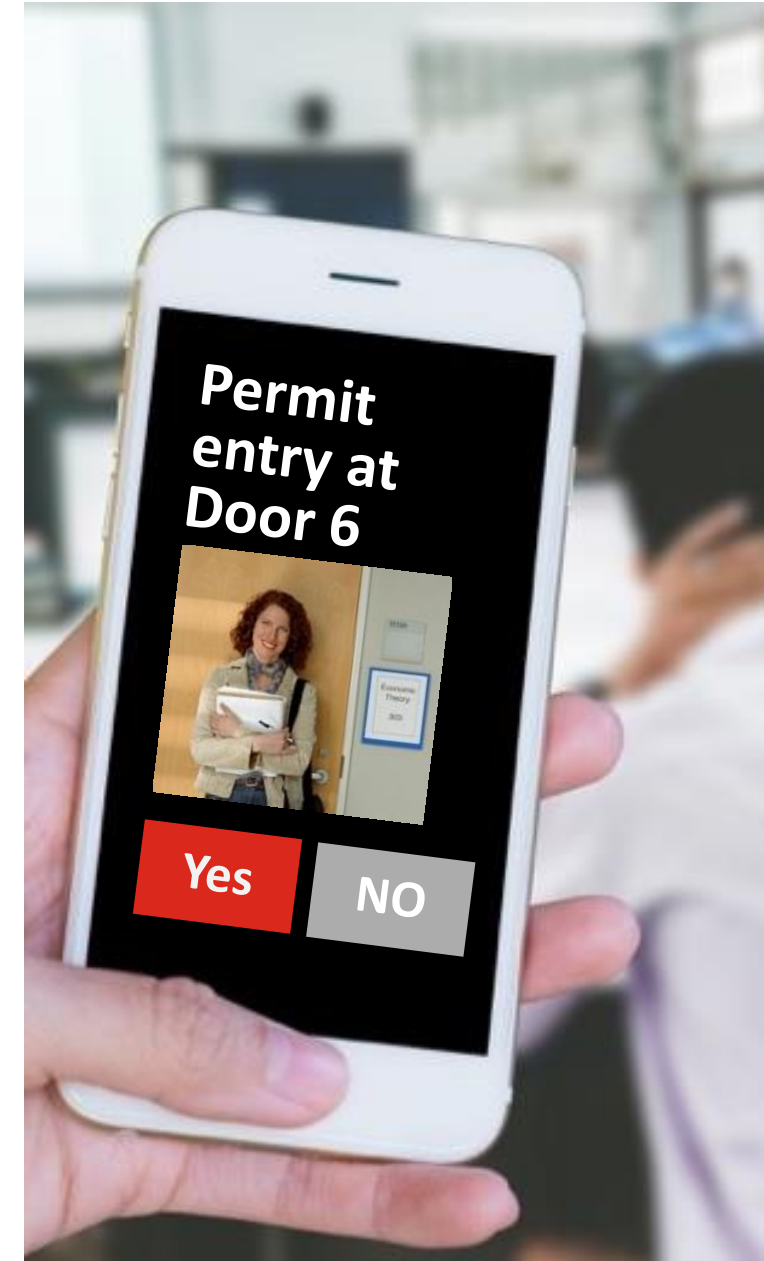
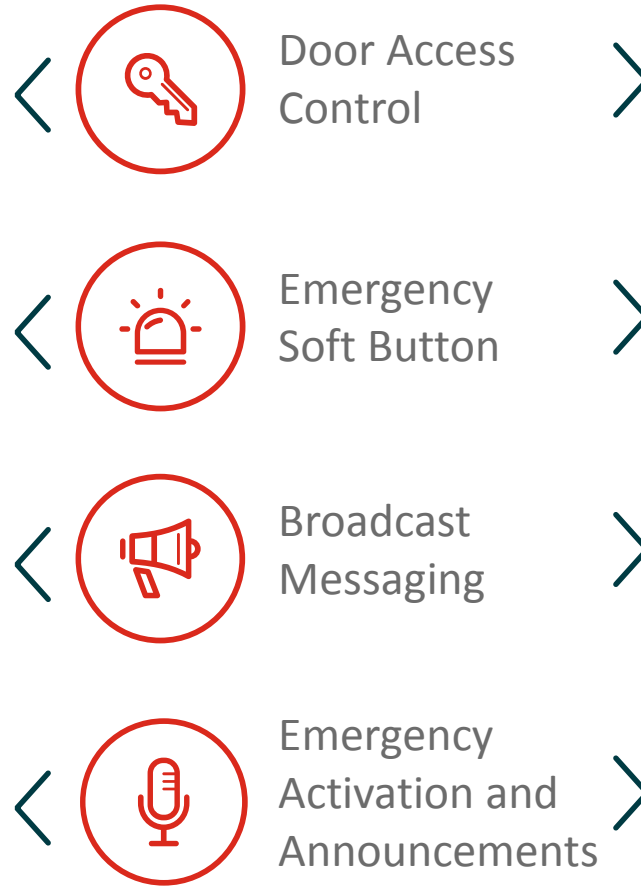
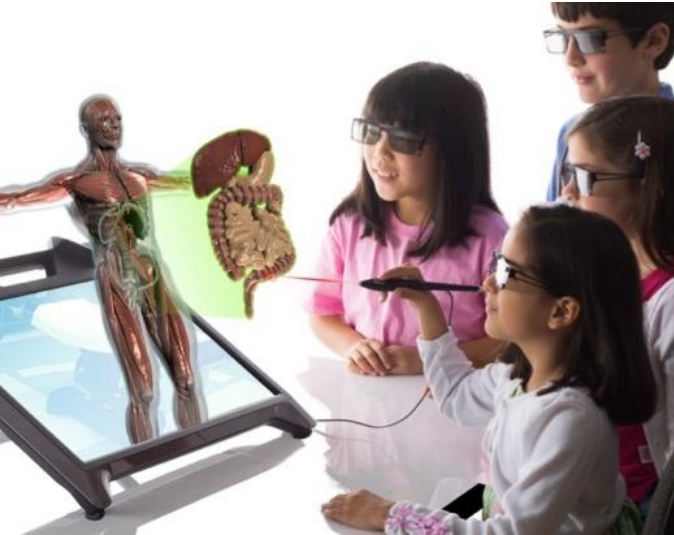
Smart Solutions - Smart Healthcare - Remote Monitoring



Smart Solutions - Smart Hospitality - Virtual Reality



Smart Solutions - Smart Education - Safer & Smarter



AVAYA

Sixbell®

