Avaya Video Consultant Powered by Avaya Spaces™

Video Consultant - Implementing video to connect a remote world with a light touch

Powered by Avaya Spaces – a Gartner Magic Quadrant player for Meeting Solutions for its HD video quality and powerful collaboration tools, available worldwide.

Lightweight Platform-Agnostic Technology – No app or software download needed for customers to speak to a provider. Technology works off a WebRTC-enabled browser on any device – Mobile, Tablet or Computer.

One-Link Invite – No need for passcodes and pins for your customer to remember. Simplicity for your customer, while still maintaining a secure place for a video call.

Effortless Setup and Localization – Launch your own branded version of Video Consultant, with your own logo and colors. Choose the languages you wish to offer your providers and customers from a list of provided language options or provide your own. Get started in days, not weeks.

Seamless fit into your workflow – Easy API integrations available to generate invites from your existing lead generation and scheduling platforms.

Powerful video interaction tools when you need them

Collaborate from anywhere – customers can access the video through a browser on their phone, tablet or computer

- Control microphone and video settings
- Share Screens
- Real-time chat and send files
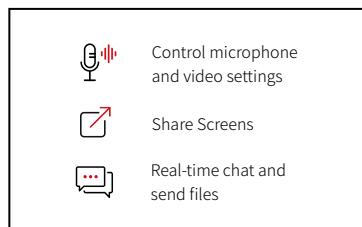
Safety and Security beyond Pins and Passcodes – a customer's one-link invite allows them to connect to a waiting room, where they will be selected to be seen in turn by your team. The same link will reconnect the customer in case they get disconnected.

One-Link Invites only work until the customer is seen, then become invalidated. Once a member of your team is finished seeing a customer, then all remnants of the interaction is destroyed, such as chat history and files shared.

The entire solution is powered by Avaya Spaces and practices modern encryption and security protocols to ensure your interactions are easy, safe and secure.

Serve your customers as they need

Reduce the headache of back-to-back appointments, where one customer interaction can be cut short because another customer joined a room early. Instead, customers wait in turn in a virtual waiting room to be seen, allowing time to be tailored to each customer.

Choose between two different types of Invites to send customers:

- **Scheduled Invite** – Set a specific time and date for your customer to meet you. Their one-link invite is only active during that time

- **Walk-In Invite** – Generate an invite on-the-go for a customer to meet you. Set the time for the invite to expire (one day, three days or one week). The customer's one-link invite is available to be seen any time before the invite expires.

Preview your virtual waiting room where you may select the next customer available, or cherry pick to talk to a customer further down the queue as necessary.

Work independently or as a team in a virtual waiting room. Multiple members of your team can work the same virtual waiting room to see customers or your team can see customers in their own room.

Report and monitor – Generate reporting for your team about the quantity and duration of their interactions with customers, as well as the overall traffic of your customers seen in each waiting room.

About Avaya