Designing a Winning Solution for Contact Center
ATA00192V

Duration: 2 days

Overview

This targeted curriculum identifies winning principles and design strategies for competitive Contact Center sales situations. You will use case study examples to frame solutions that are both in line with what your customer wants and positioned competitively against what our competitors are bidding.

You will examine questions such as: For each particular proposal, who is your competition? What would the competition typically bid? What is the ideal Avaya solution?

Learn to not under-engineer nor over-engineer our offerings and to reach the overall goal of setting the Avaya solution apart from the competition.

Pre-Requisites

There are no prerequisites for this course.

Target Audience

Avaya employees and business partners responsible for sales and design.

Objectives

After this course you will be able to:

- ✓ What it means to design winning solutions against competitors;
- ✓ Analyze case study examples for Avaya product offerings and other heritage solutions;
- ✓ Winning strategies to defend new and existing Avaya deployments against competitors.