Social Communications Tools for Local Government

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I supported CJ's Charity Walk Week [http://www.charity.org #CJ]


CJJet voters, don't let a golden opportunity pass us by CJJet County Independent Dear reader, are you one who.. http://bit.ly/3qWX2

If CJJet could just play nice & bump me to a later flight this would just uncomplicate things.

No joy on 2 CJJet flights. Back through security again to mothership

Thousands of items are retrieved based on search results

30% identified as SPAM or irrelevant; 70% identified as relevant

Of that 70%, 2% are actionable and are routed to agent

100,000 Total Items

30,000 SPAM items & irrelevant items removed

Out of 70,000 relevant items, 1,400 actionable items remain
Social Context
Delivering Personalized Service

Social Media

Avaya Social Media Gateway

Inbound Contact

Government Contact Center

Dialog Processing

Contact Routing

Managed Agents & Experts

Twitter Context

Facebook Context
Citizen clicks on Live Video Chat Link.
Caller and target converse using only Adobe Flash technology at Citizen PC.
Avaya and Skype Sign Strategic Agreement for Business Communications & Collaboration Solutions

- Strategic agreement to deliver innovative, real-time communications and collaboration solutions to businesses of all sizes

- Multi-phase deal includes both go-to-market and an industry-first, joint technology integration

- **Phase I (October 2010)**
  - Avaya customers in the U.S. will have access to Skype Connect™, providing a SIP communications channel between Avaya communications systems and Skype

- **Phase II (2nd Half 2011)**
  - Integration intended to establish federation between Avaya Aura and Skype communications platforms and both user communities of Avaya and Skype
  - Enabling Avaya and Skype end-users to engage and interact via presence, instant messaging, voice and video
Avaya September 2010 Launch

Avaya People-Centric Communications

Avaya Video Conferencing Solution

Avaya one-X® Communicator 6.0 (now with SIP video)

Avaya Aura™ Collaboration Server (all-in-one for trials)

Avaya Desktop Video Device for Avaya Flare™

Avaya Video Professional & Managed Services

Avaya 96x1 with Avaya Flare™ features

Avaya web.alive
Applications

- **Augment 3-1-1:** Video calling, Skype, and web.alive virtual 3-1-1 service

- **Public Safety:** Incident response communications from citizens including Twitter, click-to-video calling, etc.

- **Human Services:** Collaboration between field and headquarters

- **Health Services:** Doctor/patient appointments, telemedicine, local/region wide pandemic planning/response

- **Courts/Judicial/Corrections:** Video arraignment, pretrial meetings, institution telehealth

- **K-12 schools:** Parent/teacher meetings, student/guidance counselor meetings