

# Why Upgrade to Alvaria CX Suite™ 22.1

**Now is the time to upgrade to the latest version of Alvaria CX Suite 22.1.**

As part of the Alvaria Customer Experience (CX) family of products, Alvaria CX Suite turns your customer experience into a competitive advantage. Our solution for enterprise contact centers gives organizations the tools, choice and control at scale to expand inbound and outbound capabilities with seamless multichannel interactions, while maintaining full control, privacy and compliance. Reap the benefits of amazing customer experiences, repeat business and ROI—with Alvaria CX Suite.

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## THE BASICS: THE FAMILIAR FUNCTIONALITY OF NOBLE CONTACT CENTER CONTINUES ON IN ALVARIA CX SUITE 22.1

### **Automation to Drive High Agent Productivity**

Leverage the same seamless automation for a blended inbound and outbound contact center to drive agent productivity. Make the most of agents' time with the ability for them to switch to outbound communications during idle inbound periods. For proactive outbound communication, agents can continue to use the same powerful automated functionality as auto-scheduled list dialing, voice, busy, disconnect, and no answer detection, voicemail detection and more.

### **Defined Priority Queues by Program for Reduced Wait Time and Better Customer Satisfaction**

Maintain the same great customer experience with Alvaria CX Suite's ability to define priority queuing levels for all inbound and outbound communication channels. Use DNIS detection to ensure contacts are easily prioritized by program according to service level goals for speed of response.

### **Robust Inbound Capabilities for Greater First Call Resolution**

Keep the same powerful inbound functionality for consistently positive customer connections and higher first call resolution. Continue to enjoy best-in-class inbound functionality like an IVR, skills-based and conditional routing, virtual queue and voicemail support with messaging or call-back options, and more.

### **Powerful and Compliant Outbound Tools to Fuel Right Party Contacts and Reduce Costly Risk**

Enjoy the full set of tools you're familiar with in Alvaria CX Suite to help contact centers meet the challenge of complying with industry regulations while increasing right party contacts. Avoid costly fines with time zone controls, abandonment rates, do not call list management with real-time screening, ANI broadcasting, wireless dialing and consent management, and complete reporting features to easily comply with legal guidelines.

### **Real Time Coaching for High Quality Customer Connections**

Continue to keep a real-time pulse on what's happening on customer interactions with Alvaria CX Suite's agent monitoring and coaching functionality. Enjoy side-by-side or remote monitoring, with the ability to listen, coach and barge to ensure consistently high-quality customer connections.

## ADDED FUNCTIONALITY: GET SO MUCH MORE BY UPGRADING TO ALVARIA CX SUITE™ 22.1

### Multichannel Expansion

- Two-way SMS / SMS as chat
- Facebook Messenger support
- WhatsApp support

### Phone and Dialing Enhancements & Support

- WebRTC phone support
- Native SIP-refer transfers
- Improved tracking of transfers
- Group and campaign-based pacing templates

### Interface Enhancements

- Revamped chat interface
- Linux-deployable CX view agent application
- SMS/social dashboard widget for wallboard

## ADDED BENEFITS: GET ACCESS TO OTHER LEADING ALVARIA SOLUTIONS WHEN YOU UPGRADE

Not only will you get the advanced functionality to drive an even better multichannel experience when you upgrade to Alvaria CX Suite 22.1, but you'll also have the ability to integrate with other leading Alvaria solutions including:

- Alvaria Motivate™
  - Our eLearning and gamification solution
- Alvaria Insights™
  - Our real-time conversation analytics solution
- Alvaria Compliance Hub™
  - Our compliance-ready hub of tools to help you meet government legislation and industry guidelines.
- Alvaria Workforce™\*
  - Our industry-leading workforce management solution
- Alvaria CXP™† (Voice Channels)
  - Our toolset that supports the entire self-service interaction lifestyle from design to deployment
- Alvaria Prophecy™† (Voice Channels)
  - Our industry leading IVR and SIP platform

\* Some functionality previously existing with ShiftTrack WFM integration is not yet available with Alvaria Workforce: Smart Adherence, Wallboard timeline view.

† Coming Soon

## FREQUENTLY ASKED QUESTIONS

### 1. Are there pre-requisites to upgrade to Alvaria CX Suite™ 22.1?

Yes, for premise and private cloud customers the requirements are that you are on PostgreSQL 3 and CentOS 7. For those on PostgreSQL 3, additional backend components may need to be upgraded for compatibility.

### 2. Is there a cost to upgrade to Alvaria CX Suite 22.1?

For premise customers, there is no cost to upgrade. There is a cost associated with the APS engagement required to convert customers to PostgreSQL 3 and/or CentOS 7. For premise customers who already meet those requirements and for those already in the private cloud, there is no cost to upgrade.

### 3. Do I need to be involved in the upgrade process?

Yes. You'll need to be involved to confirm systems are working as expected and to coordinate the timing of the migrations and/or upgrade.

### 4. How long does the upgrade process take?

This can vary on a case-by-case basis depending on pre-requisite status, custom integrations or contributors and/or custom data sources, as well as environment readiness.

### 5. I'm currently using on-prem Alvaria CX Suite, but I want to upgrade to private cloud Alvaria CX Suite 22.1.

#### Can I do this?

Yes. We highly recommend utilizing this upgrade process as a catalyst to move to private cloud to save time and costs on potentially rebuilding infrastructure.

### 6. Where do I find the lifecycle status of my product versions?

The Alvaria Community [Release Center](#) provides lifecycle information on all Alvaria products and versions. If you don't yet have an Alvaria Community account, [click here to create one](#).

Ready to get the latest and greatest multichannel functionality in the hands of your agents? Contact your Alvaria account team to learn more about how you can upgrade to Alvaria CX Suite 22.1.

#### About Alvaria™

Alvaria helps organizations efficiently manage and engage the modern workforce and connect compliantly with customers and prospects. Our open, innovative multi-platform is purpose built for two core competencies; a feature-rich, intuitive, and intelligent workforce engagement management platform, and a multichannel proactive compliant outreach platform. Alvaria, the product of the merger of world leaders - Aspect Software and Noble Systems - is proudly celebrating 50 years in business reshaping customer and employee experience. ALVARIA. Reshaping Customer Experience™. For more information, please visit [www.alvaria.com](http://www.alvaria.com).

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