

ConvergeOne's Salesforce.com Cloud Connector Rated "Avaya Compliant"

- ConvergeOne Salesforce.com Cloud Connector application, from ConvergeOne Advanced Services, is compatible with key Avaya Contact Center solutions**
- Helps businesses enhance customer engagement by seamlessly integrating with Avaya platform**

EAGAN, Minn., July 28, 2015 /PRNewswire/ -- [ConvergeOne Advanced Services](#), a leading solutions provider and software developer specializing in customer experience management (CEM), is pleased to announced its Salesforce.com Cloud Connector Release 2.3 is compliant with key contact center solutions from Avaya, a global provider of solutions that enable customer and team engagement across multiple channels and devices for better customer experience, increased productivity, and enhanced financial performance.

The ConvergeOne Salesforce.com Cloud Connector helps businesses seamlessly integrate and deploy their Salesforce.com CRM solution with the Avaya contact center platform. The Cloud Connector R2.3 application has now been compliance-tested by Avaya for compatibility with Avaya Aura® Communication Manager 6.3 and Avaya Aura Application Enablement Services 6.3.

ConvergeOne Advanced Services is a ConvergeOne company and a Technology Partner in the Avaya DevConnect program — an initiative to develop, market, and sell innovative third-party products that interoperate with Avaya technology and extend the value of a company's investment in its network.

"By utilizing this Avaya-compliant solution from ConvergeOne Advanced Services, businesses gain deeper integration between their Salesforce.com solution and their Avaya contact center, enabling employees and customers to communicate and collaborate with maximum efficiency while maximizing return on technology and application investments," said Gerry Pearce, Vice President of Services Development at ConvergeOne. "ConvergeOne continues to be committed to customer success and the innovative Cloud Connector development that has helped us achieve our industry-leading Net Promoter Score."

As a DevConnect Partner, ConvergeOne Advanced Services is eligible to submit products for compliance testing by the Avaya Solution Interoperability and Test Lab. There, a team of Avaya engineers develops a comprehensive test plan for each application to verify whether it is Avaya compatible. Doing so enables businesses to confidently add best-in-class capabilities to their network without having to replace their existing infrastructure—speeding deployment of new applications and reducing both network complexity and implementation costs.

"Innovations from DevConnect Technology Partners, such as the Salesforce.com Cloud Connector from ConvergeOne Advanced Services, make Avaya Customer Engagement solutions more compelling for our customers," said Eric Rossman, Vice President of Developer Relations at Avaya. "With successful compliance testing, customers can confidently deploy these products within their enterprise environment."

ConvergeOne Advanced Services is part of the ConvergeOne family of companies, which offers end-to-end technology solutions including unified communications (UC), customer experience management (CEM), mobility, VoIP, converged networking, contact centers, and server/storage consolidation and management, as well as consultative, managed, and professional support.

Additional Resources:

www.devconnectmarketplace.com
www.avaya.com/devconnect

About Avaya

Avaya is a leading provider of solutions that enable customer and team engagement across multiple channels and devices for better customer experience, increased productivity and enhanced financial performance. Its world-class contact center and unified communications technologies and services are available in a wide variety of flexible on-premise and cloud deployment options that seamlessly integrate with non-Avaya applications. The Avaya Engagement Environment enables third parties to create and customize business applications for competitive advantage. Avaya's fabric-based networking solutions help simplify and accelerate the deployment of business critical applications and services. For more information please visit www.avaya.com.

About ConvergeOne

ConvergeOne designs, builds, and delivers end-to-end, integrated solutions including communications, collaboration, contact center, data center, and server/storage consolidation and management, and consultative, managed, and professional services, as well as project financing through ConvergeOne Capital. The company

maintains strategic partnerships with more than 100 global industry leaders including Avaya, IBM, Cisco, and Microsoft.

ConvergeOne is headquartered in Eagan, MN. The ConvergeOne family of companies includes ConvergeOne Technology, ConvergeOne Program Management, ConvergeOne Advanced Services, ConvergeOne Collaboration, ConvergeOne Capital, and NACR, A ConvergeOne Company.

ConvergeOne joined the Clearlake Capital Group, L.P., portfolio in June 2014. A leading investment firm, Clearlake provides companies with patient, long-term capital and operational expertise. The firm is differentiated by its industry-focused approach, deep relationships, and significant sector expertise across various industry categories including business services, communications, consumer product/retail, defense and public safety, energy/power, healthcare, industrials, media, and technology.

For more information, visit www.converge-one.com.

To view the original version on PR Newswire, visit: <http://www.prnewswire.com/news-releases/convergeones-salesforcecom-cloud-connector-rated-avaya-compliant-300119425.html>

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For further information: Scott Sund, Vice President of Marketing, 1-800-431-1333 ext. 7482502, ssund@nacr.com; DevConnect PR, 613-595-9223, devconnect@avaya.com

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