



AVAYA EXPERIENCE PLATFORM AND AVAYA EXPERIENCE PLATFORM CONNECT

WHAT'S THE DIFFERENCE FAQ



What is the difference between Avaya Experience Platform and Avaya Experience Platform Connect?

Avaya Experience Platform is Avaya's public-cloud Customer Experience solution. It delivers a complete set of voice and digital channels, the latest AI capabilities, and is the primary platform for contact center innovations that drive high customer satisfaction and strengthen brand affinity.

We've extended the cloud capabilities of Avaya Experience Platform to our on-premises Avaya Call Center Elite customers through an offer we call Avaya Experience Platform Connect which is in essence an innovation enabler that lets customers protect their existing Avaya Aura and Avaya Call Center Elite investment.

[Find Avaya roadmaps here](#)

Can Avaya Experience Platform and Avaya Experience Platform Connect be used interchangeably?

Although they have similar names, they serve different purposes:

Avaya Experience Platform is a complete stand-alone solution which can also be integrated with Unified Communications solutions such as Avaya IP Office, Avaya Cloud Office, or Avaya Aura.

Avaya Experience Platform Connect enables on-premises Avaya Call Center Elite customers to layer on cloud-delivered innovations, get a unified desktop client, use the latest AI technologies, and more. In effect it is synergistic, transforming and supercharging their current solution.



Are Avaya Experience Platform Connect and Avaya Experience Platform used together?

Avaya Experience Platform Connect relies on Avaya Experience Platform to deliver cloud services to on-premises Avaya Call Center Elite customers. Organizations who are interested in a pure cloud solution can subscribe to services directly from Avaya Experience Platform.

It is necessary to take opportunities through the Avaya Qualification and Design team because design diligence is required for successful deployment.

What are the advantages of using Avaya Experience Platform Connect with Call Center Elite?

Call Center Elite gains the ability to use Avaya Experience Platform capabilities which it can't do on its own. This combination leverages the strengths of both products and very importantly lets customers retain their existing, often substantial investment in their premises-based Call Center Elite solution without replacing it.

Combining solutions strengths and preventing costly and disruptive system replacements are prime examples of what we call Innovation Without Disruption.