

A DAY IN THE LIFE WITH AVAYA AURA X FOR ZOOM WORKPLACE

HealthFirst Integrated Care is a large healthcare network with multiple hospitals, clinics, and specialized care centers across the country. Here is how Avaya Aura X for Zoom Workplace improves patient care, streamlines communication, and enhances operational efficiency across all their facilities.

7:00 AM:

Dr. Lisa starts her day by logging into Zoom Workplace on her hospital workstation. She's then automatically logged into Avaya Aura via Single Sign-on as well. Dr. Lisa now has access to her desk phone, the soft phone on her workstation computer, her mobility tools, and all her close contacts through the active directory in a **single pane of glass**.



**Dr. Lisa,
Oncologist**

8:00 AM:

During the morning oncology team meeting, Dr. Lisa uses **Zoom Whiteboard** in a **virtual meeting** to discuss treatment plans for complex cases. The team collaborates in real-time across time zones and hospital locations, maximizing problem-solving through collaboration.



1:00 PM:

An urgent lab result comes in for one of Dr. Lisa's patients. **She receives an alert via Zoom Team Chat** on her mobile device, quickly reviews the results, and schedules an immediate consultation on her way to pathology, calling into the radiology department through the **Avaya Aura telephony** system to coordinate.



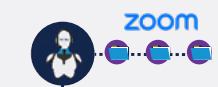
3:00 PM:

Dr. Lisa takes a call on her mobile device from a surgeon with questions about an upcoming procedure. To further explain some aspects of the procedure, she **elevates the voice call to a Zoom virtual meeting** on her desktop with the click of a button. The surgeon can **share his screen** and visually describe the patient's condition. Key points are collaboratively recorded using **Zoom Notes** during the call and are saved to be referenced later.



6:00 PM:

Before ending her day, Dr. Lisa reviews **AI-generated summaries** of her patient consultations and team meetings created by **AI Companion**, ensuring that all critical actions have been addressed. She leaves knowing that her work is securely saved and accessible across her devices.



9:00 AM:

A new set of healthcare professionals has joined the network. Michael quickly onboards these new staff members onto both Avaya Aura and Zoom Workplace. The new staff will log into Zoom Workplace, which will then **log them into their Aura environment automatically via Avaya Aura Device Services**, streamlining sign-on to a single step.



2:00 PM:

Michael receives a request to enable new Zoom Workplace features within the oncology and radiology departments. Leveraging the cloud-based nature of Zoom Workplace feature administration, he enables these features and updates user permissions **across multiple departments without disrupting ongoing operations**.



**Michael,
IT Systems
Administrator**



5:00 PM:

Michael performs a routine security audit, ensuring that the hospital's communication systems comply with healthcare regulations, such as **HIPAA**. He confirms that the **STIR/SHAKEN protocols** are in place to protect patient data and communications.



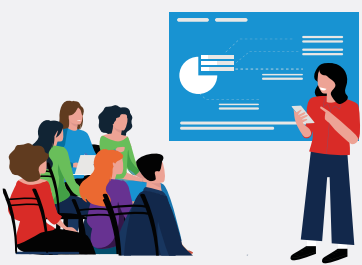
6:30 AM:

Sarah starts her day with a comprehensive review of the overnight operational reports, including patient throughput, staff productivity, and resource utilization across the network. Using the Zoom Workplace **analytics dashboard**, she monitors Zoom usage and adoption across hospital staff.



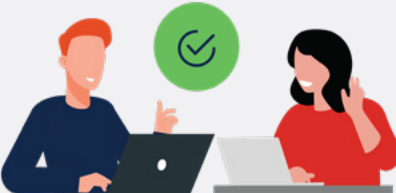
8:00 AM:

Sarah leads an operations meeting with hospital administrators from all facilities. She asks for examples of how Avaya Aura X for Zoom Workplace has improved employee experience and productivity within departments. She hears from one admin that **integrating Aura calling with Zoom Workplace into one interface** has made calling and collaboration more convenient.

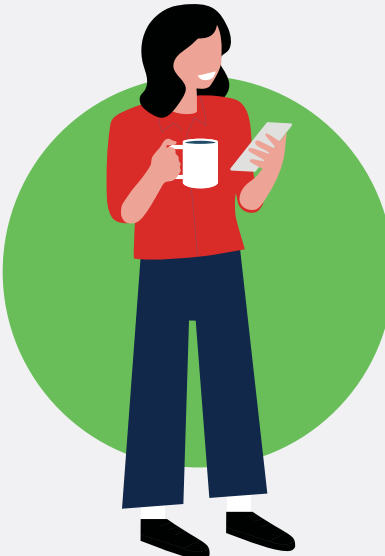


1:00 PM:

Sarah conducts a check-in with the IT and facilities management teams. Together they discuss how Avaya Aura X for Zoom Workplace has **streamlined communications administration activities**, leaving more time for managing other business-critical functions.

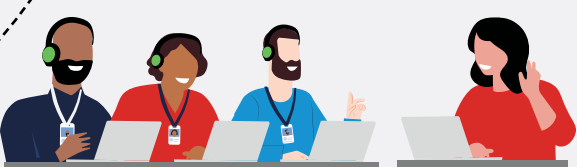


**Sarah –Chief
Operating Officer**



3:00 PM:

Sarah holds a strategic planning session with the executive team to explore new market opportunities and expand telehealth services. She pitches using Zoom Workplace for telehealth services. Beyond employee familiarity with Zoom meetings, she also cites **HIPAA compliance, Notes, and AI-Generated summaries** as key features that make Zoom Workplace a secure choice for telehealth services.



5:00 PM:

Before concluding her day, Sarah reviews the status of ongoing projects and prepares a report for the CEO. She highlights how the Avaya Aura X Zoom for Workplace integration is driving productivity improvements while maintaining the business-critical infrastructure calling features and reliability the organization depends on, positioning HealthFirst for sustainable growth.



Learn more about how Avaya Aura X for Zoom Workplace can enhance day-to-day productivity in your organization.