



OutPerform

Geomant Unified Agent

Simplifies call centre agents' desktops with the introduction of one toolbar for all call tasks, increasing productivity and reducing staff training and induction costs.

Enhanced Avaya Performance

Developed for **AVAYA**

GEOMANT

Geomant is a well-established, innovative systems integrator and software developer, specialising in Microsoft and Avaya technologies.

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Business Need

Improving contact centre agents' desktops can provide increased agent productivity, and reduce agent training time.

Contact centre agents require easy access to relevant customer information during a call, and a well-designed CTI-enabled desktop can deliver this.

Increasingly, contact centres are looking for flexibility in blending inbound and outbound activity. Agents require a desktop environment that supports both types of calls, with a common user experience.

Solution

Unified Agent provides a single desktop telephony interface for both Avaya Communication Manager (CM) and Avaya Proactive Contact (APC). This single interface replaces PCAgent and One-X to provide a unified telephony interface incorporating telephony control and screen-pop.

Almost any client application on the agent's desktop can be integrated with minimal effort.

Unified Agent can provide an automated screen-pop of customer information in most Microsoft Windows desktop applications, browser based applications and terminal emulators.

When used in outbound mode, customer information will automatically be retrieved using account details provided by Avaya Proactive Contact. In inbound mode, it can utilize ANI, DNIS, VDN or account details entered by the customer in an Avaya Voice Portal script.

The Unified Agent toolbar can be easily embedded into any .NET or Java application or as a frame in an Internet Explorer browser. Alternatively, it can be used as a separate, always visible, toolbar on the agent's desktop.

Unified Agent is particularly beneficial when using Geomant's Predictive Agent Blend solution, which allows agents to seamlessly switch between inbound and outbound calls without switching applications or using the telephone set.

Typical Customer Scenarios

- **Blended:** Customer wishes to implement the flexibility of assigning outbound agents to inbound, and vice versa, without the complication of different systems.
- **CTI-Enablement:** Customer wishes to automate access to business applications through automated screen-pops and automation.
- **Thin-client:** Customer wishes to standardise on a fully browser-based agent interface.



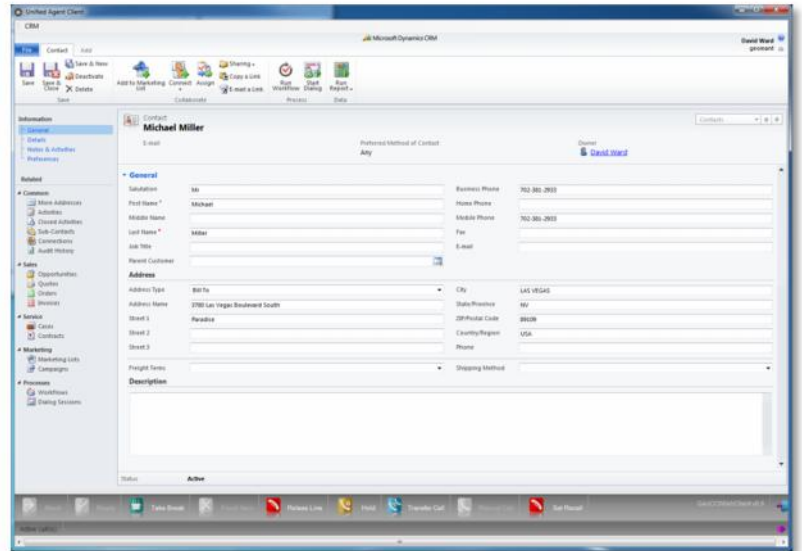


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Features

- **Proactive Contact Client:** Fully functional Proactive Contact client replacing PCAgent with a client that is easy to integrate with any Microsoft Windows application.
- **Inbound Softphone:** Full inbound call control is provided by the toolbar embedded into a third-party application using .NET or Java, as a frame within an internet browser or as standalone application.
- **Out-of-the-Box screen pop:** Native integration with PCAgent and AES allowing data from any field to be used to screen pop a windows or browser based client application.
- **Simple desktop integration:** Simple integration with desktop software or browser based applications using Send-Keys, DDE, parameterised executable, .NET or 'crafted' URL.
- **PAB Skill Management:** When used with Geomant's Blend Skill Manager, the 'agent acquire' skill is automatically assigned when the agent is logged into PCAgent.
- **CM Voice & Data Transfer:** Calls can be transferred with data from outbound Proactive Contact agents to inbound Communication Manager agents.
- **TTS Answer Machine Messages:** When used with Geomant's Interactive Virtual Agent, agents can leave personalised answer machine messages using text to speech.
- **Multi-Lingual:** Multi-Language support.
- **Scalable:** Standard AES and Proactive Contact scalability.



Benefits

- **Reduced Training Time:** The intuitive design of the Unified Agent toolbar simplifies training for new staff, driving down costs and permitting new starters to quickly get to work. The simple design also ensures minimal disruption to existing staff during the switchover period, enabling clients to swiftly start reaping the benefits.
- **Productivity:** Agent productivity can be dramatically improved by reducing time spent transposing data from one system to another.
- **Contact Centre Flexibility:** Simplifies the deployment and operation of a blended, inbound and outbound contact centre.
- **Rapid ROI:** Return on Investment can be measured through improved agent productivity. ROI is often achieved within a few months.
- **Adaptable:** Simple to configure and change. Also offers a platform for bespoke desktop functionality.