



geomant

Do **MORE** with communications...

OutPerform

Geomant Desktop Connect

The fastest, most flexible way to implement screen-pops and improve agent productivity in an Avaya Proactive Contact or Communications Manager environment.

Enhanced Avaya Performance

Developed for **AVAYA**

GEOMANT

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

For more information about Geomant products and services, send an email to: products@geomant.com or visit our website at: www.geomant.com

'Using Desktop Connect has reduced our average call time by around 16 per cent, increasing productivity and enabling us to speak to more customers at the first time of asking – a key deliverable in our line of work.'

Customer Testimonial

Business Need

Agent productivity is a key driver to any customer-facing organisation.

Desktop integration provides an interface between corporate telephony and business applications. It enables contact centre agents to progress customer calls more quickly by delivering customer-specific screen-pops, automating data-entry and providing click-to-dial buttons.

Organisations are demanding cost-effective, flexible solutions that deliver the benefits of such integration without the traditional complexity and cost.

Solution

Geomant's Desktop Connect seamlessly integrates with Avaya Proactive Contact PCAgent and Communication Manager to provide simple, fast, flexible, low cost desktop integration.

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

Running in the background or as a separate application window, Desktop Connect can provide an automated screen-pop of customer information in most Microsoft Windows desktop applications, browser based applications and terminal emulators.

CASE STUDY

A major UK outsourcer using various business applications deployed Avaya Proactive Contact for outbound customer contact.

Depending on the outbound campaign, the contact centre agent needs to access end-customer information from one of three business applications. These applications display customer details and allow the agent to enter data against the customer. Two of those systems are accessed via terminal emulator, the third has a browser based interface.

Geomant's Desktop Connect solution was deployed and based on the campaign data, it automatically opens the relevant business application and enters the required information to retrieve the end-customer details. For two of the applications this was achieved through a combination of DDE integration and an automated macro. For the browser-based application, Desktop Connect automatically creates the URL necessary to display the end-customer details.

Deployment of the Desktop Connect solution and integration of Desktop Connect with the three applications was undertaken remotely by a Geomant consultant in one business day. According to the customer *'using Desktop Connect has reduced our average call time by around 16 per cent, increasing productivity and enabling us to speak to more customers at the first time of asking – a key deliverable in our line of work.'*



geomant

AVAYA

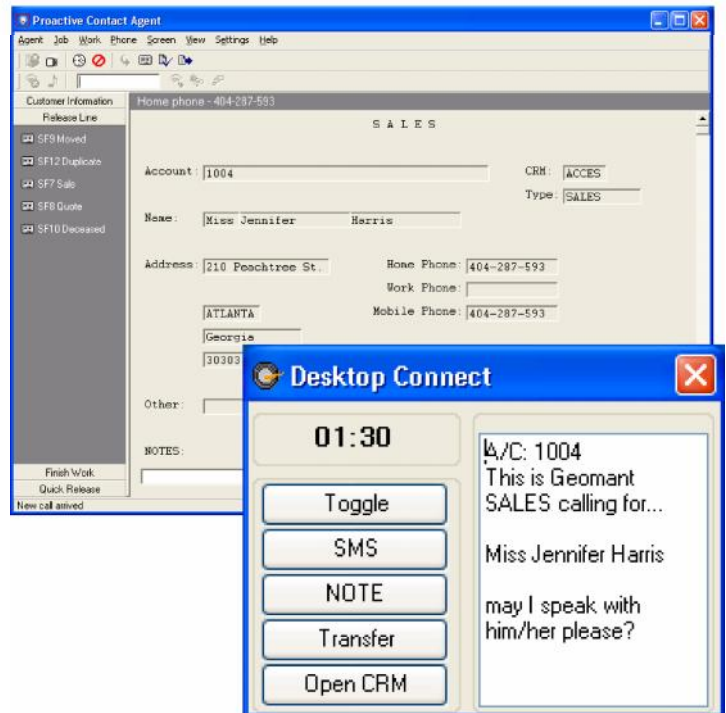
DEVCONNECT
GOLD



Geomant Desktop Connect

Features

- **Proactive Contact (Outbound):** Desktop Connect utilizes any information displayed in the PCAgent application to automatically screen pop a terminal session, Microsoft Windows client or browser based application.
- **Communications Manager (Inbound):** Desktop Connect uses the ANI (CLI) and/or DNIS (VDN) or the customer reference entered into Communication Manager or Voice Portal (UUI) to screen pop the customer details in the Microsoft Windows client or browser based application.
- **CM Voice & Data Transfer:** Delivers a screen-pop of the customer details for calls transferred from Proactive Contact agents to inbound Communication Manager agents.
- **Simple Desktop Integration:** Simple integration with desktop software or browser based applications using Send-Keys (Macro), 'crafted' URL, DDE, parameterised executable, .NET or OCX.
- **Rules Based Actions:** Up to 99 different actions such as launching different desktop/business applications or performing different send keys can be performed automatically.
- **Soft Buttons:** Repetitive and time consuming agent key stokes tasks can be automated using pre-programmed soft buttons.
- **SMS and Email:** Buttons can become even more powerful through optional integration with SMS gateways and email systems.
- **Basic Click-to-Dial:** Enables telephone numbers that have been copied into the clipboard to be automatically dialled using a single dial button.
- **User Configurable:** Configuration data is stored in an editable configuration file that can easily be changed and maintained by the customer.
- **Call Time Indicator:** On screen call time indicator for Agents to monitor their current call duration.



Benefits

- **Productivity:** Agent productivity can be dramatically improved by reducing time spent transposing data from one system to another.
- **Customer Satisfaction:** through less delays and more effective communication.
- **Rapid ROI:** Return on Investment can be measured through improved agent productivity. ROI is often achieved within a few months.
- **Fast Deployment:** Most deployments achieved within a few hours.
- **Flexibility:** Can be used to integrate with most client applications. Simple to configure and change.