



OutPerform

Geomant DevExpress

Pre-built software components to simplify the creation and support of bespoke customer solutions. Reducing delivery timescales, risk, solution development and support cost.

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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DevExpress is a collection of pre-built software components developed by Geomant to simplify the creation and support of bespoke customer solutions. By utilising these components, customers reduce delivery timescales, risk solution development and support cost.

The components can be used to add a specific feature or functionality to an Avaya or Geomant product or used as part of a larger bespoke solution created by Geomant Professional Services.

The Geomant DevExpress components are divided into the following categories, and each component interoperates with other DevExpress components and Geomant products.

- DevExpress – Voice Portal
- DevExpress – Proactive Contact
- DevExpress – Communication Manager.

DevExpress – Voice Portal

Developing bespoke Voice Portal interactive voice response (IVR) scripts for each customer's requirement is time consuming and costly to price and deliver. DevExpress for Voice Portal is a set of commonly used, pre-priced components that enable development of bespoke IVR applications to be accelerated whilst reducing cost and risk.

The following DevExpress for Voice Portal script and integration components can be used to create a pre-built IVR script, in conjunction with other Geomant products or as part of a solution provided by Geomant Professional Services:

Scripts

- Customer Account Entry
- Customer ID&V
- Call Transfer with screen pop
- Brochure Request
- Credit Card Payment
- TTS Answer Machine Message
- Virtual Agent

Integration Components

- ODBC Database Lookup
- Web services – Account Lookup
- Web services – Credit Card
- Voice Portal Implementation

Avaya Voice Portal





Geomant DevExpress

DevExpress – Proactive Contact

Avaya Proactive Contact is the leading outbound dialler in the marketplace, with matchless maturity and stability. However, in some areas integration with customer systems can be complex and very costly. DevExpress for Proactive Contact is a set of applications and integration components that add features and value to Proactive Contact making it more competitive and significantly reduce integration time, complexity, cost and risk.

Applications

- AIC Client
- CCE Client
- Desktop Wallboard
- Dynamic List Manager
- Web Services List Update

Integration Components

- ODBC/XML List Integration
- Web Services List Update
- Contact Centre Integration Framework (CCI)
- CCI – Outbound Agent Java SDK
- CCI – Outbound Agent .NET SDK
- Real Time Event Services Connector

Avaya Proactive Contact

DevExpress – Communication Manager

Developing bespoke CTI applications for each customer requirement is time consuming and costly to price and deliver. DevExpress for Communication Manager provides a set of tools and integration components that add functionality and simplify the development of integrated CTI applications thereby significantly reducing integration time, complexity, cost and risk.

Applications

- CMS Watch
- Agent State Changer
- OA Wallboard
- OA Desktop Wallboard

Integration Components

- Contact Centre Integration Framework (CCI)
- CCI – Inbound Agent Java SDK
- CCI – Routing
- CCI – CMS Queue Statistics
- Inbound Agent .NET SDK

Avaya Communications Manager

