



Microsoft®
Office Communications
Server 2007 R2

Microsoft®
Lync™ Server 2010

Geomant Contact Expert

Contact Centre Software

Microsoft®
GOLD CERTIFIED
Partner

 **geomant**

Geomant Contact Expert

Geomant Contact Expert is a cost-effective, fully-featured, multi-media contact centre solution, integrated with Microsoft's Unified Communications platform, Lync, and its predecessor, Office Communicator.

Suitable for all sizes of organisation, Contact Expert combines rapid deployment with simple configuration. Its sophisticated software-based Automatic Call Distribution (ACD) capabilities ensure maximum productivity and enhanced customer service. Organisations can define, implement and tune multiple campaigns, utilising multiple media; voice, email and SMS.

A complete solution, Contact Expert encompasses inbound, outbound and blended contact centre environments, and includes call recording and full reporting features.

This software solution is designed for Microsoft Windows Server environments, and provides simple integration to business applications.



Features

Automatic Call Distribution (ACD), with multiple routing strategies.

Multi-media: voice, email and SMS.

Microsoft UC: Closely integrated with Microsoft's Unified Communications platform, Lync and OCS R2.

Campaign Management; define, implement and tune multiple inbound and outbound campaigns.

Self-Service; Interactive Voice Response capabilities for fronting calls, or full self-service applications.

Designed for integration with business applications.

Call Recording; for compliance and quality. Inbound, Outbound and Blended support.

Outbound Campaigns; Preview and Progressive.

Distributed architecture for scalability and resilience.

Full and flexible reporting; real-time and historic.

Software based wallboard; for agents and supervisors.

Inbuilt softphone; manages Lync / OCS telephony functions.

Call and data transfer.

Skills based routing, and expert call transfer.

Designed for **rapid deployment**.

Simple creation of campaign flows and IVR scripts through **graphical editor tools**.

Automated contact list import and export.

Single login, synchronised with Lync / OCS login.

On-line campaign management and supervisor access.

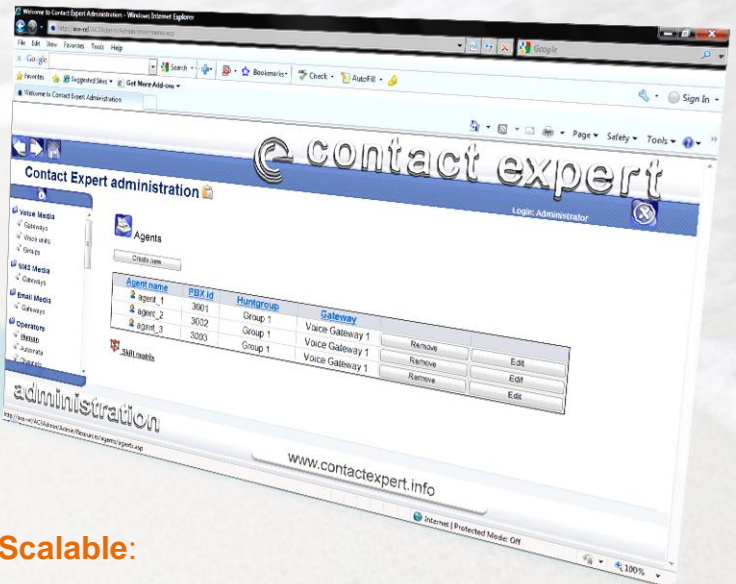
Cost-effective fully-featured multi-media contact centre solution

Geomant Contact Expert

Multi-Media: Contact Expert allows contact centres to build inbound and outbound campaigns utilising a combination of voice, self-service, email and SMS. Email and SMS can be used to manually or automatically confirm details of a call.

Email and SMS templates increase agent productivity.

Inbound SMS and email can be queued and delivered to agents alongside voice calls.



Scalable:

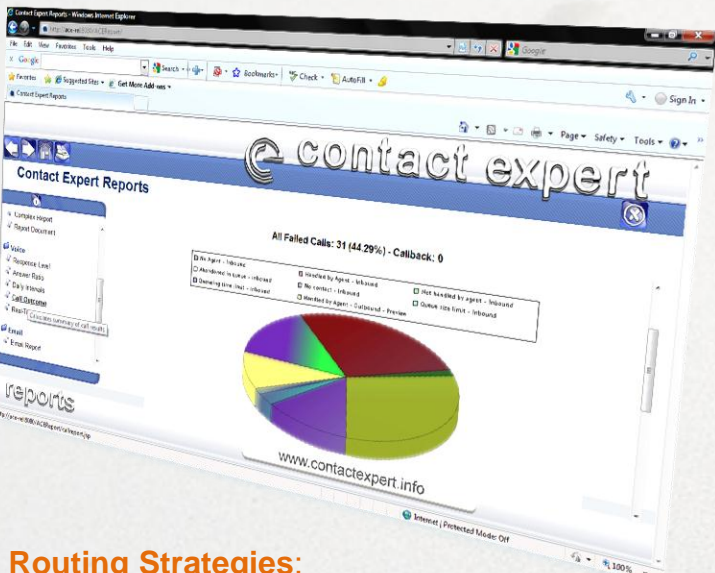
Contact Expert provides an ideal solution for organisations with Microsoft Lync or OCS deployed, requiring contact centre functionality for a subset of users; support, finance, sales etc. Contact Expert can be cost-effectively deployed for as few as 5 users, whilst offering full contact centre functionality, and scalability to hundreds of users.

Call Recording:

Contact Expert includes on-demand, rules-based and always-on recording capabilities. Recording strategies can be defined for each campaign or agent.

Recorded calls can be easily identified and played back by supervisors and managers for compliance and training purposes.

In-call observation is also supported.



Routing Strategies:

Inbound calls, emails and SMS are routed to agents based on selected strategy:

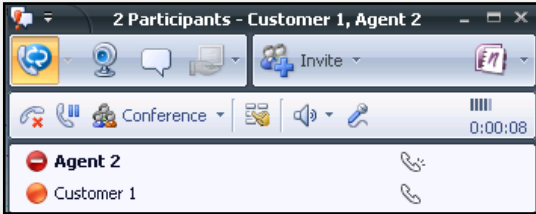
- Skills-based routing
- Most idle agent routing
- Least occupied agent routing
- Preferred agent routing for call backs
- Priority queues (for VIPs etc.).

Cost-effective fully-featured multi-media contact centre solution

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Microsoft Lync Integration:



Contact Expert is closely integrated with Microsoft's Unified Communications platform, Lync, and its predecessor, Office Communicator.

All telephony functions are achieved through Lync. When the agent logs into Contact Expert, they are automatically logged in to Lync.

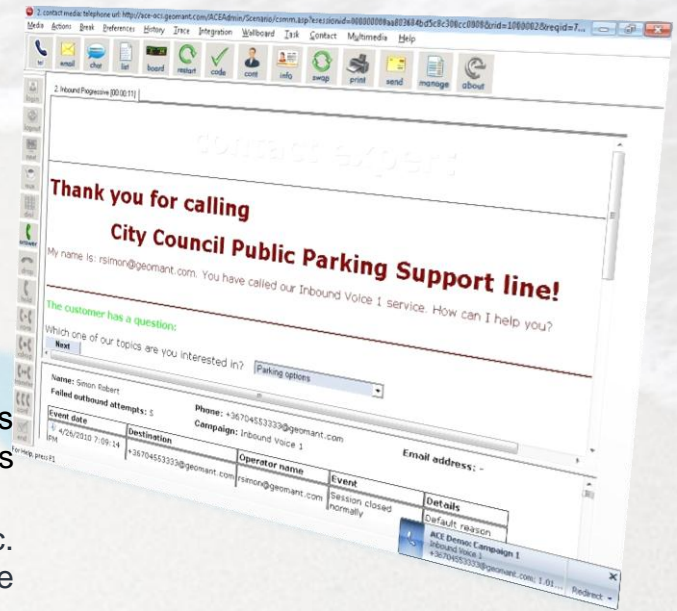
All inbound and outbound calls are Lync voice calls. The softphone's integration with Lync allows calls to be initiated, answered, placed on hold, transferred and conferenced.

Four additional Lync 'Presence States' are utilised by Contact Expert; Available, On-Call, On-Break and Wrap-up. Other Lync users can see agent's presence states, and data is maintained on agents' historic presence states for subsequent analysis.

Outbound Dialling:

Preview Dialling: agent is presented with customer details before call is initiated. Allows agent to be aware of call and customer details before the call is initiated.

Progressive Dialling: Contact Expert initiates calls, and checks for a successful connection before transferring to agent. Call classification detects busy, answering machine etc., and automatically reschedules unsuccessful calls. Improves agent productivity.



Campaign Design:

A sophisticated campaign design tool allows organisation to define, implement and tune multiple campaigns. Encompasses:

- Sophisticated graphical user-interface; define the data, words and pictures that guide the agent through a call.
- Script definition for each media type.
- Requires no programming skills; allows campaigns to be managed by contact centre managers and supervisors, and enables fast and reactive script amendment.
- Script simulation facility allows scripts to be tested before they are implemented.

Cost-effective fully-featured multi-media contact centre solution



GEOMANT UC PRODUCTS

MWI2007: Microsoft Unified Messaging add-on, enabling the lighting of 'Message Waiting' lamps on desk-phones when a voicemail has been left in the user's Exchange inbox.

Presence Suite: A suite of solutions that dramatically extends the Presence capability of the Microsoft Unified Communications platform, facilitating integration of Presence with Business Applications. Includes **Geomant Mobile Presence** – extending presence information to include geographic location.

Mobile Call Recorder: Records mobile phone conversations for compliance and quality purposes. Uploads call recordings and full mobile history to Microsoft Exchange.

Lync Call Recorder: Records Lync and OCS voice calls – 'on demand' or 'always on'. Uploads call recordings to Microsoft Exchange, and available via online interface.

Contact Expert: Lync / OCS Contact Centre solution. Provides full Contact Centre Capabilities in a Microsoft Unified Communications infrastructure. Includes inbound, outbound, campaign management and call recording.

SMS for Lync: Microsoft Lync / Office Communicator add-on, enabling the sending of SMS text message from the Microsoft Lync or Communicator client.

Abuse Filter: Microsoft Lync / OCS add-on, designed to prevent the individual misuse of Instant Messaging. Checks Instant Messages against a configurable blacklist of words and phrases.

ABOUT GEOMANT

Geomant is a well-established, innovative Unified Communications software developer, specialising in Microsoft technologies.

For more information on any of our products, solutions or services please visit us at www.geomant.com.

PRODUCT AVAILABILITY

Geomant's products are available through a worldwide network of resellers or direct from Geomant.

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