Desktop Connect

The contact center solution that unifies your CRM with your telephony platform.

geomant™

Integrated Desktop.
Informed Agent Action.
Increased Contact Center Productivity.

Available Connectors

- Avaya
- Microsoft
- Cisco
- Salesforce
- ServiceNow

We also support simple to complex custom integrations.

About us

**Integrated Desktop.
Informed Agent Action.
Increased Contact Center Productivity.**

Desktop Connect provides a seamless, 'out-of-the-box' solution that unifies leading contact center and CRM solutions to provide a single agent interface encompassing both telephony and CRM functions. By embedding telephony into the CRM interface, your agents no longer need to swap between applications during a call, significantly improving customer service and agent productivity. Desktop Connect integrates with Avaya Communication Manager (CM), Avaya IP Office, Avaya POM, Cisco UCCE, and Cisco UCCX as a standalone application. Supported CRM systems include Microsoft Dynamics, Salesforce, and ServiceNow. Or use Geomant's built-in CRM system (Customer Activity Tracker).

We are Local and Global

We have local offices in the USA, UK, Hungary, and Romania with trusted distributors throughout Europe and APAC.

A Trusted Vendor

We have over 20 years of experience in the industry. 20,000+ agents use Geomant technology in over 20 countries.

Desktop Connect is an Avaya DevConnect certified application.

AVAYA
DevConnect

Microsoft
Gold

Why use an integrated agent desktop?

Improve All Aspects of Your Contact Center

ENHANCE CONTACT CENTER EFFICIENCY

Integrated Desktop. Informed Agent Action. Increased Contact Center Productivity. Desktop Connect's highly intuitive interface ensures that agents have all the resources they need in one place to handle calls faster and more efficiently. It's proven to **reduce call handling times by 15-20 seconds.** With all of the tools they need in a central location, agents can focus more easily on a customer and deliver the exceptional service that customers now demand.
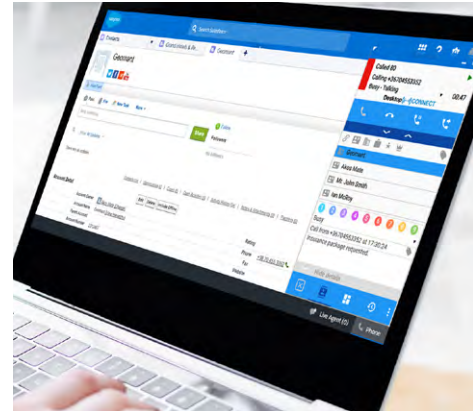
DELIVER AN OUTSTANDING CUSTOMER EXPERIENCE

Desktop Connect integrated with your telephony platform and CRM will improve the performance of your contact center and **improve customer service.** Your IVR collected data can be pre-populated in Desktop Connect giving the agent all the information they need upon answering the call.

REDUCE CALL HANDLING TIMES BY 15-20 SECONDS!

Integrated Desktop. Informed Agent Action. Increased Contact Center Productivity.

Uniting with the Most Popular CRM Systems

Increase efficiency with tight CRM integration or use our bundled Customer Activity Tracker as your CRM system.

Desktop Connect provides an immediate, 360-degree view of customer interactions while providing telephony functions all from within one interface. Supported platforms include Avaya Communication Manager (CM), Avaya IP Office, Avaya POM, Cisco UCCE, and Cisco UCCX.

The intuitive Geomant Desktop Connect interface is embedded into the CRM system so users can easily access soft-phone controls and see a consolidated view of omnichannel activity history. Agents can quickly enter call activity notes via configurable log templates without the need to toggle between screens.

And if you haven't invested in a CRM system yet, we have you covered with the Geomant Customer Activity Tracker, included with Desktop Connect.

Integrated Desktop. Informed Agent Action. Increased Contact Center Productivity.

Customer Activity Tracker
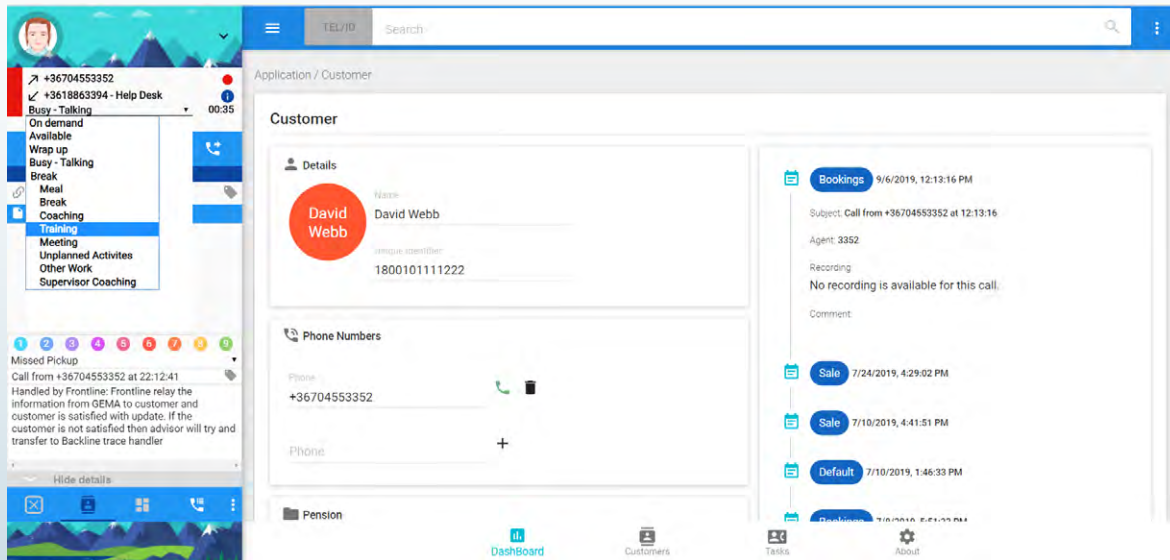
Handle customer interactions from within the built-in Customer Activity Tracker.

Have customer details available at the time the call is presented.

Initiate calls from customer record detail page.

Log call activities automatically, saving required call details and recordings to the relevant CRM records.

Fast deployment – have everything configured & running within a few hours.

Features

Unified Agent Desktop

Desktop Connect adds Avaya and Cisco contact center capabilities directly into the CRM browser, providing a unified desktop experience for your agents.

Out-of-the-Box Screen-Pop

Agents have customer data delivered with every new call. This helps reduce call handling time and provides a more personalized customer experience.

Click-to-Dial

Enables calls to be made by simply clicking on any telephone number displayed within the CRM system. Desktop Connect even logs the call automatically so your vital customer history is maintained.

Call Transfers with Context

Enables calls to be passed with relevant customer information and notes, via an automatic screen-pop. This saves customers from having to repeat themselves and provides the receiving agents with details to more quickly resolve issues.

Call Recording Integration

Avaya/Verint Verba (VFC) call recording can be conveniently accessed and played back directly from a link within the CRM system.

Consolidated Reporting

Automatically keeps a log of all calls received and dialed, including notes within the calls so agents no longer have to enter this manually.

CRM Agent-Set Callback

Agents can schedule and handle automated customer callbacks effortlessly from a single interface. Callback is a separate module available for purchase.

Track Agent States

Desktop Connect makes it easy for Agents to change states from within the CRM system, providing better data for reporting and management.

What Makes Geomant Desktop Connect Different?

An intuitive interface conveniently embedded within Microsoft Dynamics, Salesforce.com or ServiceNow.

ROBUST EXPERIENCE, REGARDLESS OF LOCATION

Designed to create a unified agent experience whether working remotely or in the center.

OUT-OF-THE-BOX CONNECTORS

Out-of-the-box integration for the world's biggest contact center telephony providers, Avaya and Cisco.

Integrated with leading CRM systems including Microsoft Dynamics, Salesforce and ServiceNow.

SECURE "ON PREMISE" WITH ANYWHERE ACCESS

Can be fully deployed within the customer data center.

COST-EFFECTIVE & CONTACT CENTER FOCUSED

Surpringly affordable and adaptable whether you are an SMB or a global enterprise. Quick to set up and easy to use, the solution does not require costly professional services to deploy.

Geomant's only focus is customer interaction solutions, we have 20+ years experience in this area.

BUILT-IN CUSTOMER ACTIVITY TRACKER

Desktop Connect includes a starter CRM system, Customer Activity Tracker, for those companies who have not yet invested in an Enterprise CRM solution.