Geomant Wallboard

Real-time and historical performance management solutions for management dashboards, agent desktops, and contact center wallboards.

geomant™

Instant Awareness. Informed Action.

About us

Instant Awareness. Informed Action.
Geomant Wallboard turns real-time metrics and operational data into actionable information for your contact center. Geomant makes it easy to gather this information and present it on contact center screens as well as desktop and mobile devices. The solution is easy to update and deploy and provides a uniform agent experience at home and in the center.

A Trusted Vendor

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

AVAYA
DEVCONNECT

Microsoft
Gold

We Are Global

We have local offices in USA, UK, Hungary and Romania, trusted distributors in Australia and Austria, and a global reseller community.

Certified and Custom Connectors

We have data source connectors for the world's leading communication platforms, and line of business applications.

- Avaya
- Buzzeasy
- Cisco
- Contact Expert
- Five9

- Genesys
- Microsoft
- Salesforce
- ServiceNow

We also support simple to complex custom integrations.

Why use wallboards and agent desktops?

Improve All Aspects of Your Contact Center

ENHANCE CONTACT CENTER EFFICIENCY

Instant Awareness. Informed Action. Dashboards and Wallboards allow companies to stop making assumptions about which strategies drive success and start leveraging valuable data to make business decisions.

OPTIMIZE YOUR WORKFORCE

Dashboards and Wallboards are proven to have a positive impact on agent engagement, productivity, and job satisfaction. Displaying key metrics keeps agents informed and allows them to self-manage daily activities.

DELIVER AN OUTSTANDING CUSTOMER EXPERIENCE

Dashboards and Wallboards are an effective tool to help contact centers improve customer service by giving managers and agents visibility into how the business is performing in real-time.

Display Types

One Easy-To-Use Application for All Display Types

Centrally manage content and present it on any device. Our content editor makes creating content optimized for large screens, mobile devices, desktops, and tablets easy.

Features

Connect Data From Any Source

Track Real-Time and Historical Metrics

Add Multimedia and Dynamic Content

Add Scrolling Marquee Text

Connect to Live Feeds Like Weather or News Sites

Include Quick Links for user interactivity (Request Help, etc.)

Set Threshold-Based Alerting. Push emergency messages or alerts out to all devices at the same time for immediate notifications.

Incorporate advanced, integrated sound alerting based on thresholds or other user defined data.

To help focus on key information, the "hide based on" feature allows you to hide data or other displayed content based on certain values.

Management Dashboard Views

Keep a pulse on your contact center from anywhere and reduce the stress of managing it all with Geomant Management Dashboards. Custom dashboards present data from different systems, incorporating the most important information into one view.

Includes built-in alerts and notifications so you'll always be informed when action is needed.

Perfect for Anywhere Working

Small dashboard views can be created and customized for remote employees.

- Add links that pop out into full view screens with additional information.
- Add buttons that perform an action like 'request supervisor'.
- Use scrolling marquee text and automated alerting to update home-workers to changing conditions. For example, an 'ALERT' when call volumes reach a certain level.

Wallboard Server Integrations

In addition to the world's leading communication platforms such as **Avaya, Cisco, Genesys, Microsoft** and **Salesforce,** Geomant Wallboard supports a wide variety of media and operational data feeds.

Microsoft PowerBI
Include PowerBI Reports, Tiles and Dashboards for a complete view into operations.

Microsoft Outlook
Native Outlook Calendar Integration - show when team meetings and trainings sessions are scheduled.

Google Slides, Docs and Calendars
Use Google Slides as a content loop source or include Google Docs and Calendars.

Twitter
Native Twitter integration for social media feeds.

Display your corporate YouTube
Display your YouTube videos or channels in a loop for automated content so Agents can see what your customers are watching.

RSS Feeds
Stay up to date on external news or internal RSS feeds.

Web-based Wallboard Editor

Intuitive web-based Wallboard editor provides access to a wide variety of widgets, charts and interactions. Manage thresholding and alerts and add live video and social media plug-ins, along with popular data sources directly to the content.

Basic Widgets

Interactions & Custom

Media Widgets

Dynamic Charts
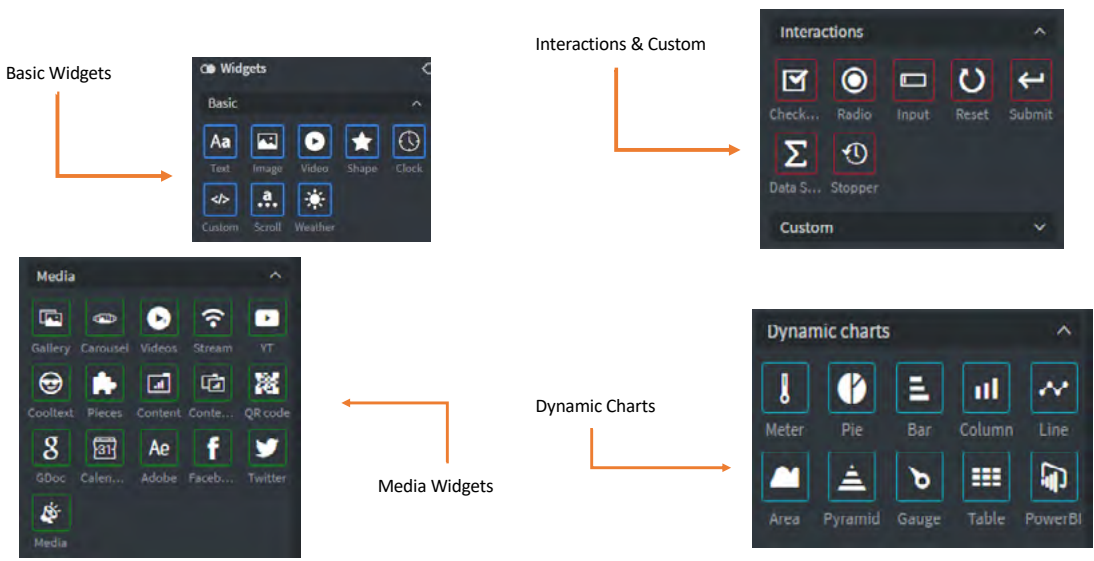
What Makes Geomant Wallboard Different?

EXCELLENCE IN DATA INTEGRATION

Geomant Wallboard includes Data Collaborator, a powerful middleware solution that includes connections to a variety of data sources. It applies calculations and filters, turning that sea of data into information that is focused, relevant and actionable. Pull real-time and historical data from virtually any enterprise data source and present it as meaningful and actionable information to agents and staff.

ROBUST EXPERIENCE, REGARDLESS OF LOCATION

Designed to create a a unified agent or management experience whether working at home or in the center.

OUT-OF-THE-BOX CONNECTORS

Out-of-the-box and custom connectors for the world's biggest contact center technology providers like Avaya, Cisco, Genesys, Five9, ServiceNow, Buzzeasy, Contact Expert and Aspect.

COST-EFFECTIVE & CONTACT CENTER FOCUSED

More than a digital signage solution, Geomant Wallboard is optimized for the contact center. It has been engineered to support a view into corporate wide operations, while still including employee communications and external data feeds as needed.

FLEXIBLE DEPLOYMENT OPTIONS & ANYWHERE ACCESS

Can be deployed on-premises, as a hybrid, or cloud-based solution. With a web-based editor, you can update your content from any location.