

# Buzzeasy Gateway for Avaya AACC and ACCS

Geomant's Buzzeasy Gateway extends the functionality of AACC and ACCS, enabling organisations to add digital and social channels to their existing Avaya infrastructure.

The Buzzeasy gateway is a cost-effective, complementary solution for organisations using Avaya Aura Contact Center (AACC) and Avaya Contact Center Select (ACCS). The gateway extends the feature set of AACC and ACCS, enabling users to manage chats from popular channels including SMS, and social media such as Facebook, WhatsApp, Viber, Twitter, WeChat etc. directly from the familiar Avaya user interface. Combined with self-service capabilities via bots and AI, the gateway helps drive maximum value from your existing investment in Avaya technology.

## Why Geomant?

Geomant is a deep-rooted Avaya technology partner with a long track history successfully deploying solutions that complement and enhance the Avaya portfolio.

## With Geomant Buzzeasy you can:

- Enhance the customer experience by offering new and convenient ways of communicating.
- Easily blend AI and bots to enhance processes and improve agent utilisation.

## How does the Buzzeasy Gateway work?

- Buzzeasy connects securely to your published social number or page.
- Buzzeasy manages incoming messages and routes interactions to agents, or to bots for self-service.
- Buzzeasy connects to AACC and ACCS using the Enterprise Web Chat API.
- Buzzeasy routes chat messages to specific groups of agents using AACC or ACCS based on agent skills.
- Data collected during routing and self-service is provided to the Avaya system.

## Buzzeasy Gateway Features:

Buzzeasy is Geomant's unique omnichannel customer engagement platform. It enables organisations to communicate with customers and potential customers in new and exciting ways. Buzzeasy Gateway features include:



### Easy Channel Management

A single solution delivering chat across multiple channels - email, web chat, Facebook, Twitter, Skype, SMS, WhatsApp and more.



### Easy Bot Add On

Optional Bots that can be used for everything from chat routing ('what can we help you with today') to full self-service.



### Cloud-Based

Highly scalable cloud-based solution, with minimal set-up, facilitating rapid deployment and proof of concept testing.



### Single User Interface

Agents can use the familiar Avaya user interface to manage calls as well as emails and chat.



### Blend Between Media

Agents can blend between different media seamlessly using the rules defined within AACC or ACCS.



### Skills-Based Routing

Skills-based routing of interactions, depending on the context.



### Small On-Premise Footprint

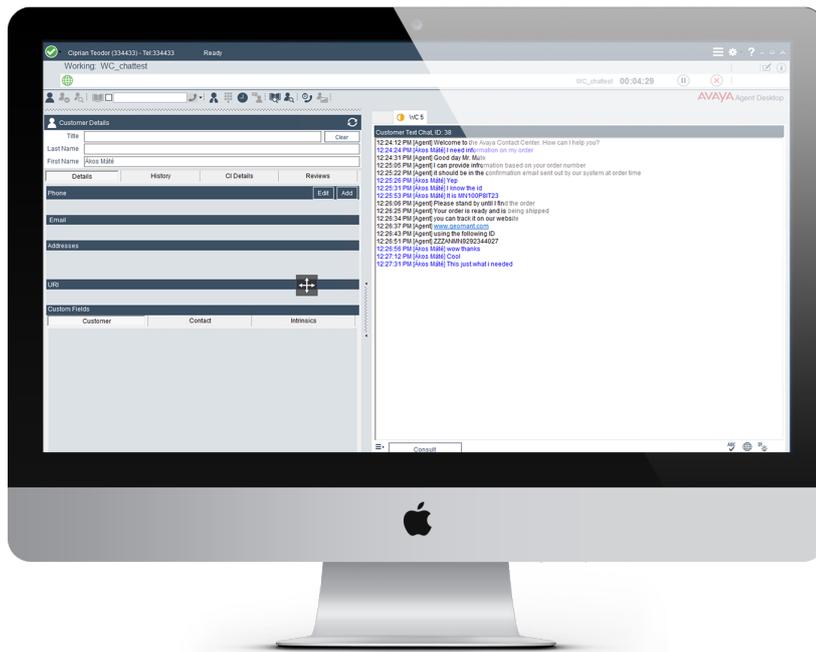
Securely connects the on-premise Avaya installation with Buzzeasy cloud services.



### Integration Options

Published API for organisations wishing to develop their own web and app interfaces.

## Complement Your Existing Investment in Avaya Technology



## Part of the Buzzeasy Portfolio from Geomant

Using the latest Cloud and Bot technology, Buzzeasy revolutionises the way that customers engage with your organisation. Automating customer engagement in the fastest and most cost-efficient way, Buzzeasy enables customers to move effortlessly from any digital channel to live voice simply at the touch of a button – and without ever having to wait in a queue.

Your Digital Experience (DX) and Customer Experience (CX) strategies working together, seamlessly!

### About Geomant

Geomant is a well-established, innovative Systems Integrator and Software Developer, specialising in delivering amazing customer interactions. We provide tailored solutions based on our unique portfolio of cloud and software technology.



### Contact us

[geomant.com](http://geomant.com)  
[products@geomant.com](mailto:products@geomant.com)

Americas: +1 800 637 1077  
Europe: +44 1789 387 900  
APAC: +61 409 99 78 39

### Geomant Offers:

- ✓ In-queue & web callback
- ✓ Bots
- ✓ Multichannel chat
- ✓ Customer surveys
- ✓ SMS campaigns
- ✓ Voice and digital channel alignment