

# Geomant Desktop Connect

Desktop Connect unites Avaya Communications Manager with CRM desktop applications like Salesforce and Microsoft Dynamics 365.

Desktop Connect provides contact centre agents with a single place to work from that has all the functionality they need to deliver outstanding customer service. Avaya call control capabilities are conveniently embedded within the CRM browser, as well as digital channel management tools so that agents can handle any type of interaction from one application. Whether it's web chat, Facebook, Twitter, Skype, SMS, WhatsApp, or voice, agents can communicate with customers directly from the CRM system, all while having the ability to follow customers if they switch between channels too. Desktop Connect offers your business something special - a truly unified, omnichannel contact centre native to your CRM system.

## Why choose Desktop Connect?

- Desktop Connect's highly intuitive interface ensures that agents have all the resources they need in one place to manage customer interactions faster and more efficiently - it's proven to shave as much as 15-20 seconds off call handling times.
- With tools in one place, agents can focus more easily on the customer and deliver the exceptional 1-1 service that customers now demand.
- Desktop Connect is fully flexible with multiple deployment methods and pricing options to suit your business needs.

## What's the process?

1. Request a free trial of our app.
2. We will provision most of the infrastructure for you from our cloud service, you only need to accommodate a low footprint secure service that connects to your phone system.
3. Customise the app according to your needs - we are happy to guide you through what we think is the best setup for your business needs.
4. Use it, and see first hand the tangible business benefits the solution brings.

## Desktop Connect Features

Geomant Desktop Connect makes it easy for agents to deliver outstanding customer service. The Desktop Connect platform features include:



### Unified Agent Desktop

Desktop Connect adds Avaya's sophisticated contact centre capabilities directly into the CRM browser.



### Out-Of-The-Box Screen-Pop

Agents have customer data delivered with every new call.



### Click-To-Dial

Enables calls to be made by simply clicking on any telephone number displayed within the CRM system.



### Call Transfers With Context

Enables calls (or digital interactions) to be passed with relevant customer information and notes, via an automatic screen-pop.



### Call Recording Integration

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



### Optional Digital Channel Enablement & Bot Add On

Easy add on of digital channels: email, web chat, SMS, WhatsApp, Skype and social media, as well as Bots for full self-service and chat steering.



### Agent-Set Callback

Agents can schedule and handle automated customer callbacks effortlessly from a single interface.



### Agent Queue Dashboard

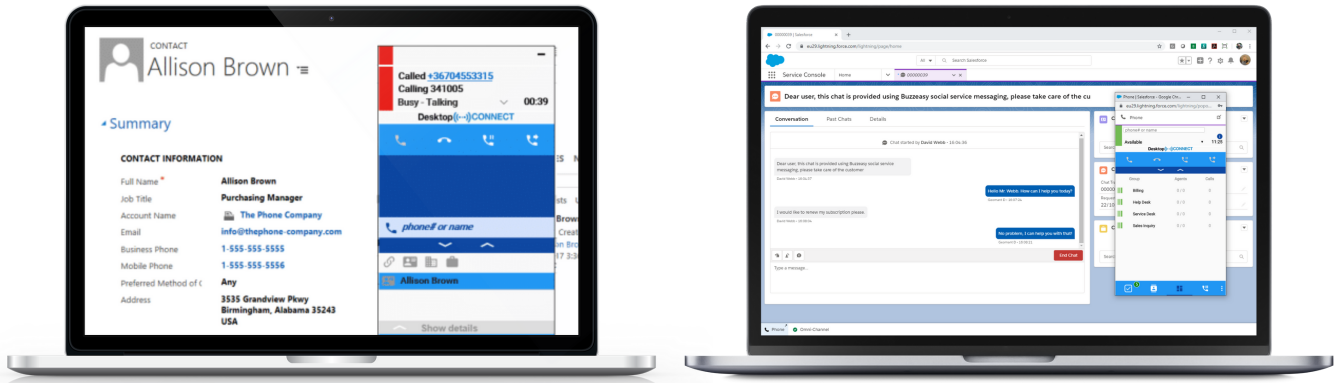
The agent queue dashboard displays current call queue activity and agent availability in real-time.



### Consolidated Reporting

Automatically keeps a log of all calls received and dialled, including notes within the CRM.

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



### Subscription Based Pricing\*

Achieve unparalleled flexibility and control in how you deploy, use and pay for Desktop Connect. Supporting on-premises, hybrid and cloud, simply choose the pricing model that best suits your business needs:

- Pre-paid: subscribe to licences on a monthly or annual basis
- Post-paid: purchase licences monthly on a pay-as-you-go basis

### Why Choose Geomant?

- We're contact centre focused - Our only focus is customer interaction solutions, we've got 20 years' experience in this area.
- Excellence in data integration - Desktop Connect has successfully achieved full Avaya DevConnect compliance testing.
- Great service - Large and experienced professional services team available for implementation, support and operational maintenance.

#### 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

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#### Geomant Offers:

- ✓ Contact Centre: ACD, IVR, Voice Recording, CTI, Intelligent Wall-boards
- ✓ Unified Communications: IM, Video, Mobile
- ✓ Business Consultation: Planning and Implementation
- ✓ Professional Services: Software & Application Development
- ✓ 24/7 Support and Maintenance & AI (Chatbot) Services
- ✓ Customer Experience Solution Integration for Leading Communication Platforms.

\*In addition to standard pricing