

# Buzzeasy Multichannel Agent Desktop for Avaya

Geomant's Buzzeasy Agent Desktop provides a single web-based interface for agents to handle both Avaya voice and digital interactions such as email, chat, social media and WhatsApp.

The Buzzeasy Multichannel Agent Desktop is an extremely complementary and cost-effective solution for Avaya Aura® users that turns a voice-only contact centre into a multichannel contact centre. Buzzeasy provides a modern agent interface which combines Avaya voice control with full digital channel management, including email, chat, SMS, social media, Skype and WhatsApp. Voice agents become multi-channel agents, blending voice calls with existing and emerging digital channels.

## Benefits

- Allows Avaya customers to leverage the investment that they've already made in Avaya communications
- Improves efficiency – by providing a single desktop to manage inbound and outbound voice interactions, as well as digital channels
- Adds a multitude of digital channels to any Avaya voice contact centre
- Cloud-based and highly scalable, with minimal set-up and rapid deployment
- Affordable, subscription-based pricing model
- Optional integration with Buzzeasy callback and Bot solutions.

## Supported Digital Channels

- Email (Office365)
- Web Chat
- SMS
- WhatsApp
- Skype
- Facebook Messenger
- Twitter DM

## Technical PreRequisites

- Avaya Aura® Call Center Elite
- Avaya Basic TSAPI Licenses – per agent
- Office365 Mail for email channel



## Buzzeasy Multichannel Agent Desktop 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 Multichannel Agent Desktop features include:



### Unified Interface

A single agent interface for voice & digital channels: email, web chat, SMS, WhatsApp, Skype and social media (Facebook Messenger, Twitter DM)



### Avaya Call Control Capabilities

A web user interface provides Avaya call control capabilities (answer, transfer, hold etc.)



### Fully Configurable

Configurable to allow agents to manage a voice interaction plus multiple digital interactions simultaneously



### Skill Based Routing

Digital channel skill based routing to match Avaya Communication Manager



### Profile & Contact History

Built-in contact profile and contact history – providing multichannel context to every interaction



### Cloud-Based

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



### Fully Certified

Tested and fully Avaya DevConnect Certified



### Optional Bot Solution

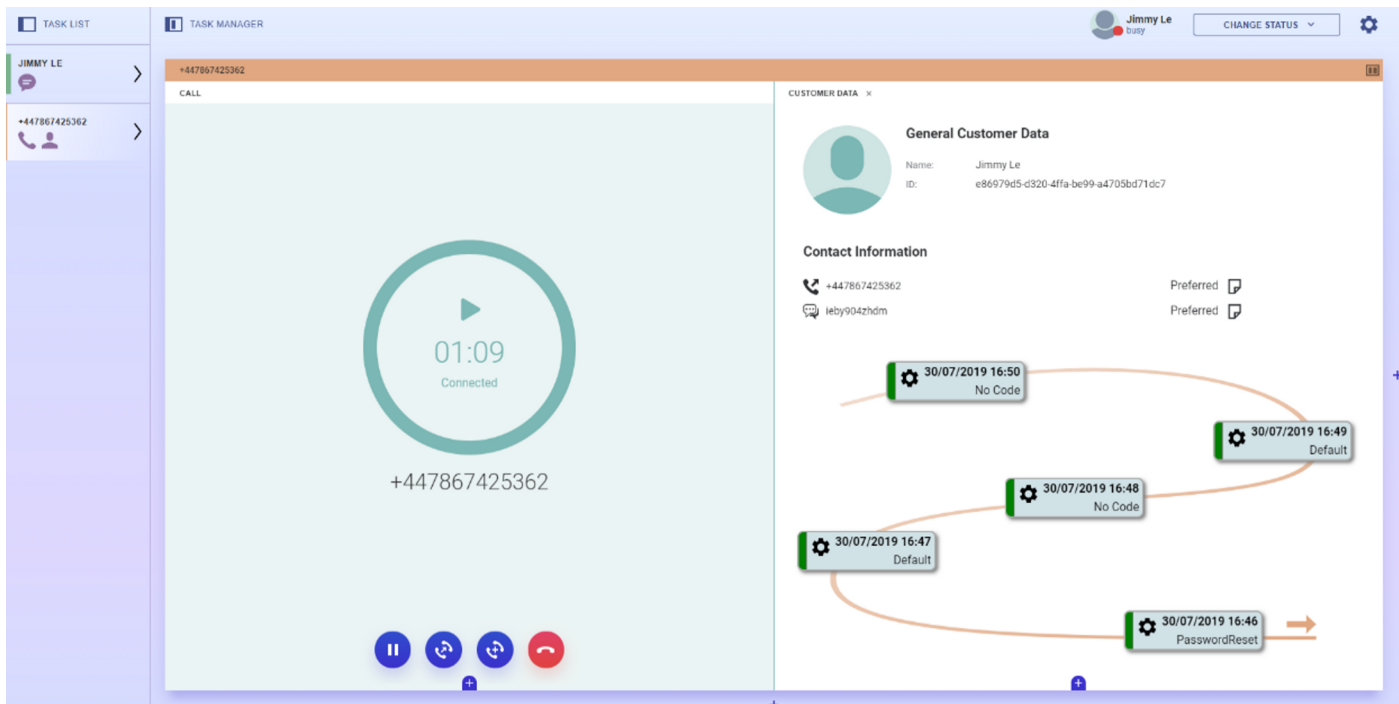
Optional Bot solution for chat steering, data collection and full self-service



### Optional Callback Solution

Optional integrated cloud-based callback solution means customers will never have to wait in a queue again.

One Unified Desktop for All Communication Methods



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

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### Buzzeasy Offers:

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