Buzzeasy Multichannel Chat

Geomant's Buzzeasy Customer Interaction platform provides agents with a single desktop to manage multichannel chat.

Customers expect to communicate with organisations using a wide variety of digital channels, and increasingly they expect to jump between those channels without their journey being interrupted. Buzzeasy provides a single solution for enabling multiple channels, and removes the complexity of managing a multitude of point solutions. Agents can handle chats from various digital channels via a single unified desktop, all while having the ability to follow customers if they switch between channels too. With Buzzeasy, the conversation flow is never interrupted.

Why choose Buzzeasy Multichannel Chat?

- A single solution for a wide and expanding range of digital channels – providing future-proofing and reducing administrative and technical overhead.
- Delivers an improved customer experience, supporting the same high level of customer service whatever the channel.
- Unique 'Escalate to Call' feature which sets up an automated callback when required.
- Affordable, subscription-based pricing model.

What channels are supported?

- Email (Office 365)
- Web Chat
- SMS
- WhatsApp
- Skype
- Facebook Messenger
- Twitter DM



Buzzeasy Multichannel Chat 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 Chat features include:



Easy Channel Management

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



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

Delivered from the cloud facilitating fast and cost-effective implementation.



A Single Web Interface

Single web interface for agents that allows for multiple concurrent chat sessions.



Escalate To Call

'Escalate to Call' – allowing any chat to be escalated to a voice call, with the context of the interaction available.



Integration Options

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



Skills-Based Routing

Skills-based routing of interactions, depending on what the chat is about.



Agent Assist

Optional 'Agent Assist' powered by AI supporting the agent with context-sensitive guidance on how to respond to the chat.



Real-Time Reporting

A suite of real-time and historical reports, plus access to the underlying data for custom reporting and analysis.



One Unified Desktop for All Communication Channels

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TASK LIST	TASK MANAGER		Um Stuart CHANGE STATUS ~
DAVID WEBB	David Webb CHAT	Ţ	Jimmy Le /* CHAT
	Which agent do you wish to connect with?	15:59	
	Quin	16:00	You are now connected to Gustavo Perez 1200 Hitherel 1200
	Hi, this is Jim Stuart in the customer Support team at Geomant. Please reply with your query and I will be happy to help you.	16:00	hello Jimmy how can I help you 1200
	What time are you open today?	16:00	Q Hmm 1201
	Our team of advisors are here every day from 8am to 8pm. I am also here to help you at any time. Is there anything else I can help you with?	16:00	Thank you for getting in contact with us, goodbye 1208
	Conversation ended. Thanks for contacting us today.	16:00	October 7, 2019
	October 7, 2019	17:15	Which agent do you wish to connect with? 17.16
		17:15	Q Jm 17.16
	O Jm	17:16	Hi, this is Jim Stuart in the customer Support team at Geomant. Please reply with your query and 17:16 I will be happy to help you.
	Hi, this is Jim Stuart in the customer Support team at Geomant. Please reply with your query and I will be happy to help you.	17:16	I need to cancel my appointment 1720
	Our team of advisors are here every day from 8am to 8pm. I am also here to help you at any time. Is there anything can help you with?	else I	Please can you confirm the reason for wanting to cancel your appointment? No problem, I will check what slots are available in your area. Please bear with me whist I check.
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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.





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