

Geomant Wallboard



Geomant Wallboards, powered by Inova LightLink, are the ultimate in real-time reporting and digital signage for contact centres.



Why Choose a Wallboard Solution?

Contact centre digital signage solutions matter in competitive times.

Businesses are becoming more tactical in their attempts to win customers and take market share. Up until now, differentiating yourself meant finding the right product or setting the right price. Now, businesses focus on customer service and improving the customer journey to set themselves apart. Wallboard is a great investment for any contact centre who wants to remain competitive; it has advantages for agents, managers, and customers alike.



A great way to engage

Geomant Wallboards are proven to have a positive impact on agent engagement, productivity, and job satisfaction.



Omnichannel communication becomes more manageable

An omnichannel dynamic can make integrating and managing queues and allocating resources difficult but with the introduction of real-time wallboards from Geomant, it all becomes far more manageable.



Manage what matters the most

Geomant Wallboards provide the real-time information you need to be able to manage the contact centre most effectively.

Geomant Wallboard Features

Improving productivity in the contact centre



Connect Data From Any Source

Wallboard harvests real-time and historical data from any enterprise data source: databases, files, Excel, intranet sites, custom data streams, etc



Works With Technology & Cloud Service Providers

Works with the worlds biggest contact centre technology providers like Avaya, Cisco, Genesys and Aspect and integrates with virtually any cloud services provider which exposes APIs.



Suitable For Businesses Of All Sizes

Ability to present to hundreds of concurrent screens and harvest data from the systems of thousands of agents.



High Impact Graphics

Showcase charts and gauges of real-time business and performance metrics alongside live-streamed and recorded video and other multimedia content on crystal-clear, high definition monitors to keep your team motivated, informed and empowered to better serve your customers.



Easy To Create & Manage Content

With a drag-and-drop interface, built-in layout editor, and multiple deployment methods, you can leverage your current content quickly to get your digital signs up and running in no time. And best of all, you don't need to be a designer or developer to do it.



Threshold-Based Email & SMS Alerting

Ensure that you're notified of fast-changing contact centre conditions, you can program KPI thresholds to trigger alerts such as on-screen messages or colour changes, texts, emails or even audio notifications.

Display Options

Display options to suit your business needs



Geomant Wallboard Player App

Small factor PC or Android media player.

For: Large TVs on the wall & Agent desktops

Geomant Browser Player

Requires a modern browser which will show the selected wallboard content

For: Supervisors & Managers



Alerting

KPI threshold based alerts.

For: Supervisors & Managers



Wallboard Applications

Presentation Layer

- Geomant Wallboard Player for Android
- Geomant Wallboard Player for Windows
- Geomant Web Player
- Geomant Dekstop Player

Supervisor Layer

- Geomant Wallboard Manager App; roles:
- Editor (manages content and device within tenant)
- Owner (full permissions within tenant)
- Viewer (view content and device within tenant)
- Agent (view content within tenant)

Administrative Layer

- (For IT admins)
- Inova LightLink Administrator
 - Geomant Wallboard Manager; roles:
 - Super admin



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

- We have certified connectors and extensive experience with Avaya, Cisco, Genesys, Aspect, ERP & CRM platforms and many more.

Ease of use

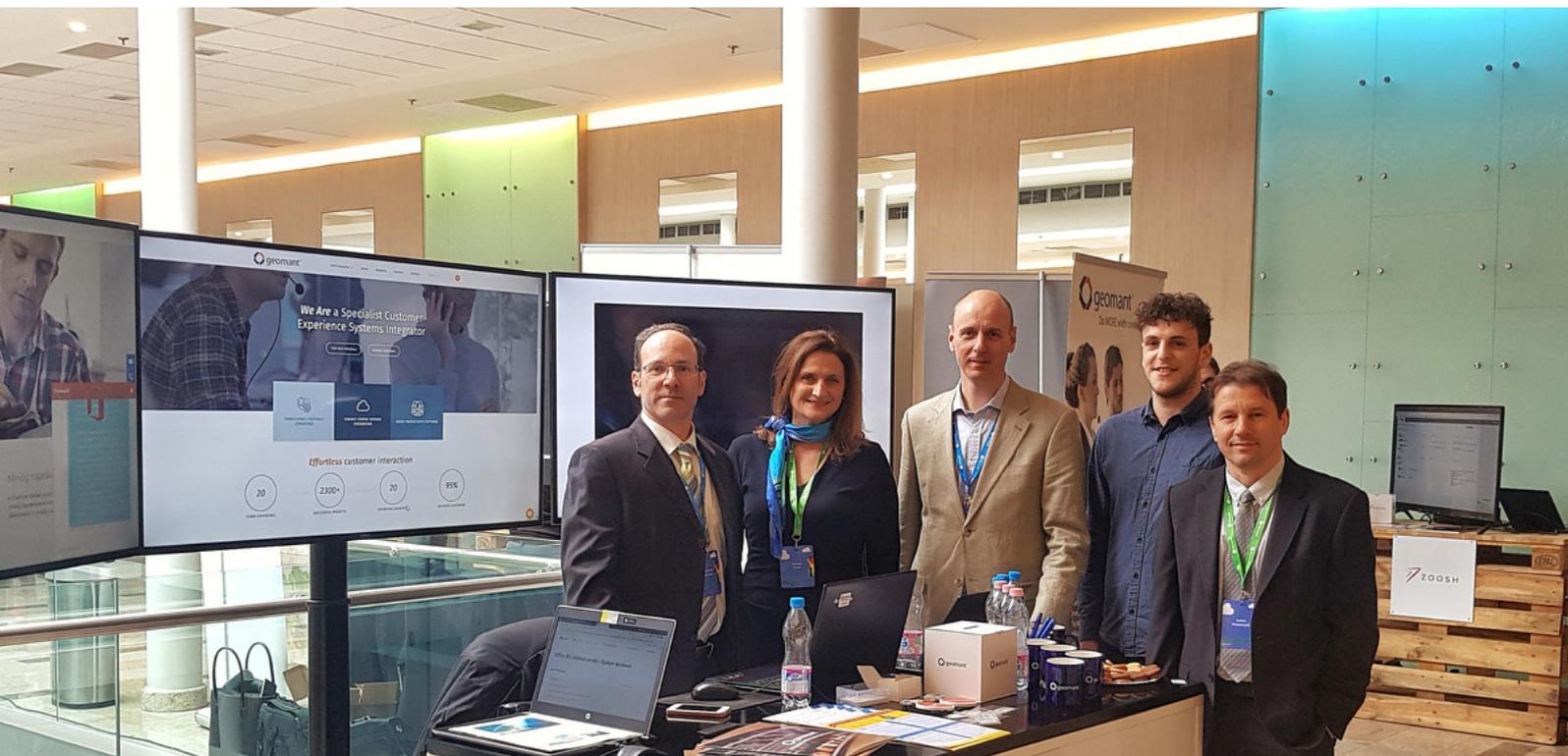
- We provide a simple web-based interface for administration, content scheduling and content editing.

Cloud ready

- Our solutions can be delivered from Geomant Azure or from our partners private cloud.
- Our solutions integrate easily with cloud contact centre providers.

Great service

- With offices in the USA, Europe and in Australia we provide global coverage.
- Documented experiences of “above and beyond” support.
- Large and experienced professional services team available for implementation, support and operational maintenance.



How Can We Help?

The Geomant team have years of experience implementing Wallboard solutions in the contact centre and with our recent acquisition of US-based Inova solutions we've extended our service delivery capabilities and combined our skills to make the best even better.

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

www.geomant.com
products@geomant.com

Americas: +1 512 222 32 06
Europe: +44 1789 387900
APAC: +61 409 99 78 39