



Contact Expert

The Powerful Multichannel Contact Centre for Microsoft Skype for Business

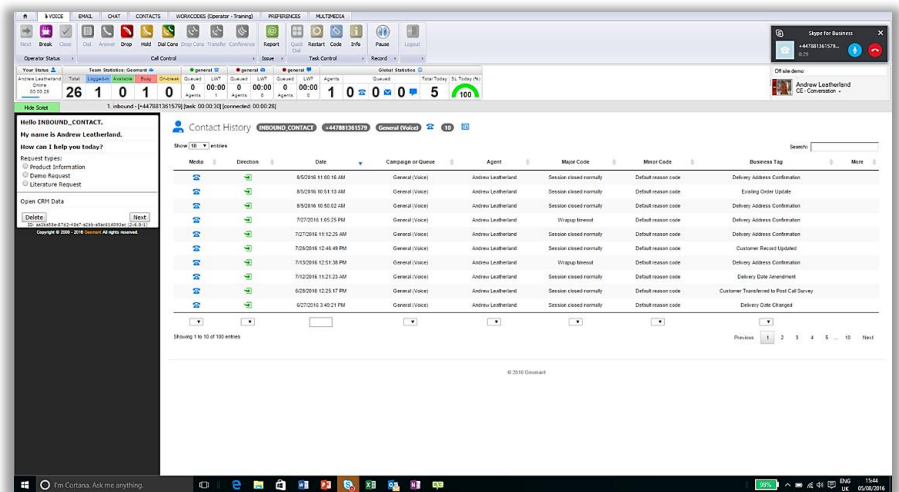
The best customer service is no longer just a function of contact centre agents, but goes beyond the bounds of the contact centre to include everyone in the organization. Contact Expert (CE) removes traditional barriers by extending Skype for Business into the contact centre, to enrich your collaboration environment with seamless, multichannel customer communication.

Business-Critical Communication

CE boasts powerful multichannel inbound/outbound contact for unbeatable cross-channel customer service. It also offers IVR, intelligent skills-based and presence aware call routing and queuing, call recording and callback, alongside comprehensive supervisor control and Business Intelligence (BI) reporting. And since CE integrates with CRM and other business applications, your multichannel interaction histories can be unified into one user-friendly interface to deliver consistent customer information to your team.

Highlights

- ✓ Natively integrated with Skype for Business
- ✓ Office 365 integration
- ✓ Unified agent desktop
- ✓ Delivers a seamless multichannel customer experience for Skype for Business environments
- ✓ Powerful ACD and outbound capabilities
- ✓ Callback options
- ✓ Web-based administration & supervisor portal with role-based access control
- ✓ Available as a Cloud service
- ✓ Real-time operational and tracking reports
- ✓ BI Reporting



True Native Integration with Skype for Business

As one of the few contact centre solutions that is truly native to Skype for Business, CE works as one with the Microsoft Unified Communications (UC) platform. This means you can extend the familiar UC experience of Skype for Business into your contact centre with no loss of features, enterprise-wide collaboration, federation or flexibility. It also eliminates the need for separate telephone lines, communication technologies, integrations and gateways because everything you need is provided by Skype for Business.

The Power of Cloud

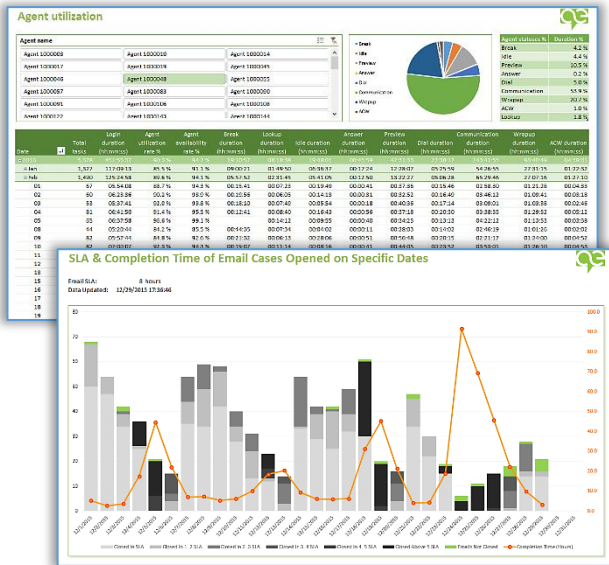
CE is available directly from the Cloud with a simple Pay-As-You-Use model, so your contact centre can flex and scale rapidly to respond to evolving demands. Set-up time and set-up costs are reduced, and with no servers or software to install, continually upgrade and maintain, IT demands and capital budgets are reduced.

Office 365 Integration for Anywhere Working

Powerful multi-media contact centre functionality is no longer a separate, stand-alone entity that runs alongside Office 365 – but a vital part of it. Combining CE with Office 365 means customer interactions are more collaborative, engaging, and accessible: from just about anywhere.

Multichannel Outbound Interaction

With automated outbound IVR and powerful predictive dialling capabilities, CE supports outbound activities across multiple channels, including voice, email and SMS. CE can even reach out to your online visitors with its Proactive Chat feature, to offer assistance or advice via friendly pop-up invitations.



Insightful BI Reporting

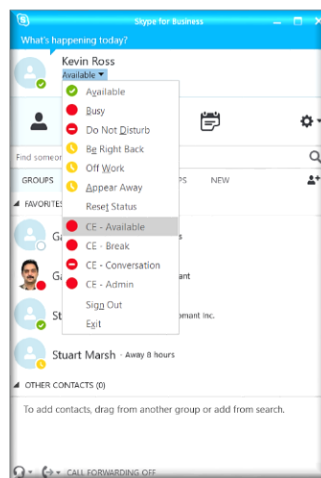
CE delivers one of the most insightful and customizable Business Intelligence (BI) reporting solutions available to contact centres today. Underpinned by Microsoft's impressive PowerPivot technology, data is readily accessible across all communication channels in customizable, easy-to-understand formats, for fast, informed business decisions.

Comprehensive Supervisor Control and Administration

An intuitive web administrator and supervisor portal, with multi-level access control, skill assignment and queue management, ensures that your contact centre always operates at optimum efficiency and peak productivity. Supervisors can listen-in, coach and participate in calls, while real-time management information enables monitoring and tracking of live interactions across all media channels.

Key Features

- True native integration with Skype for Business
- Supports multichannel inbound queues & outbound campaigns
- Unified agent desktop (full screen or toolbar mode)
- Intuitive graphical desktop scripting tool
- Intelligent skills-based & presence-aware routing
- Callback: Immediate & scheduled options
- Integrates with most CRM & business applications
- Inbound & outbound call recording
- Real-time performance dashboard
- Multi-tenancy & scalability with proven reliability



Contact Centre



About Geomant

Geomant is a well-established, innovative Software Developer and Systems Integrator specializing in Microsoft technologies. Geomant has offices across Europe, USA and Australia, and benefits from an expanding global reseller network.

Geomant's range of solutions for Skype for Business are all designed to add functionality and integration capability to Microsoft's Unified Communications platform.

Geomant's solutions include contact centre software, Interactive Voice Response (IVR), and call recording.

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