



## 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 a global reseller network.

Geomant's range of solutions for Microsoft Lync are all designed to add functionality and integration capability to Microsoft's Unified Communications platform. Geomant's solutions include contact center, Interactive Voice Response (IVR), and call recording.

## Contact Geomant:

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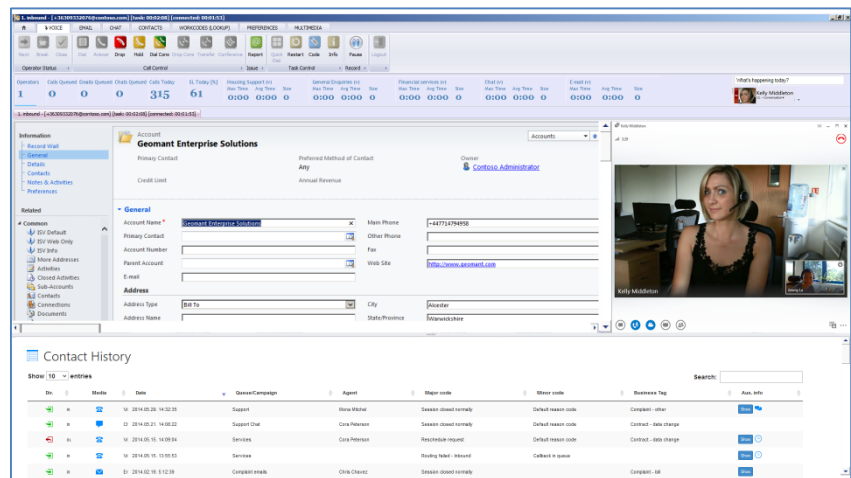
## Geomant Contact Expert: Contact Center Software for the Microsoft Lync platform.

Geomant Contact Expert is a cost-effective, fully-featured multi-media contact center solution, integrated natively with Microsoft's Unified Communications platform, Lync.

Suitable for all sizes of organization, Contact Expert combines rapid deployment with simple configuration. Its sophisticated software-based Automatic Call Distribution (ACD) capabilities ensure maximum productivity and enhanced customer service. Organizations can define, implement and tune multiple campaigns, utilizing multiple media; voice, email, web chat, video and SMS.

A complete solution, Contact Expert encompasses inbound, outbound and blended contact center environments, and includes call recording and full reporting features.

This software solution is designed for Microsoft Windows Server environments, and for integration with CRM and other business applications.



## Key Benefits:

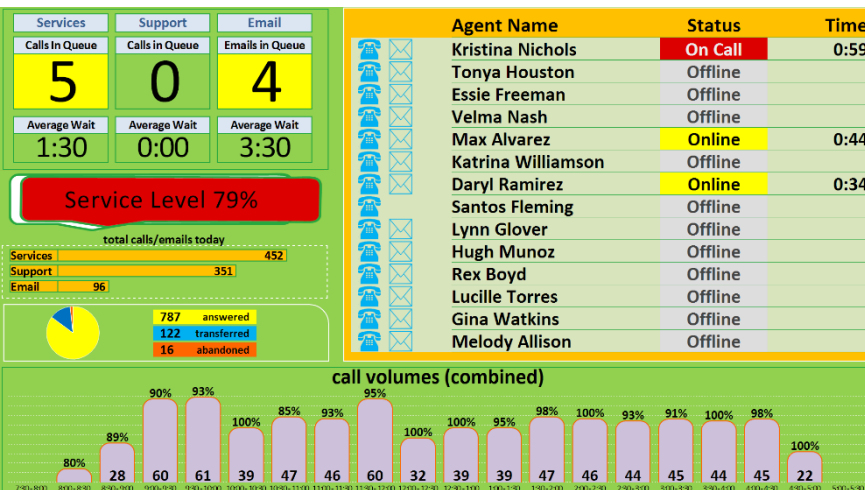
- Simple and rapid to deploy
- Cost effective solution for all sizes of contact center – from 5 agents to hundreds of agents
- Synchronizes Agent status with Lync presence
- Leverages Lync collaboration capabilities – driving increased agent productivity and increased first-line resolution
- Further extends the Lync ROI

## Applications:

- Customer Services
- Incident Reporting
- Information Services
- Customer Self Service
- Bookings and Reservations
- Outbound Proactive Contact
- New Customer Acquisition
- Payment and Collections
- Study Aid
- Field Service Monitoring
- IT Helpdesk

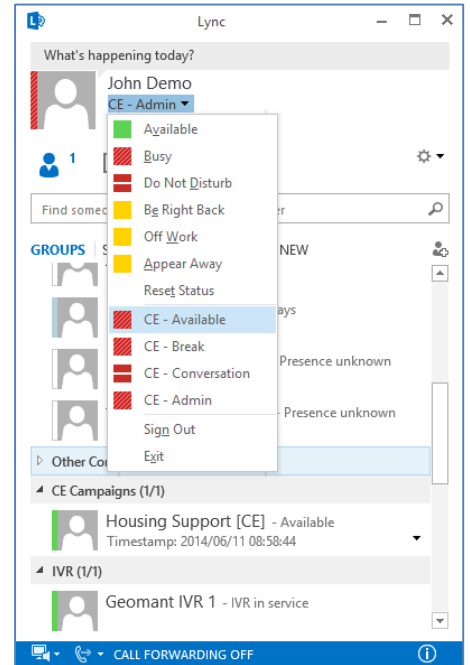
## Geomant Contact Expert – Key Features

- Native Lync integration
- Supports multiple inbound queues and multiple outbound campaigns
- Multiple channels: voice, email, web chat, video and SMS
- Skills-based routing
- Comprehensive reporting suite for real-time and historic reporting
- Designed for integration with CRM and other business applications
- Call Recording: 100% recording, rules based recording and 'on-demand' call recording options
- Recording 'pause and restart' for compliance purposes (e.g. PCI)
- Skype Integration
- Full IVR and self-service functionality
- 'Drag and drop' web based IVR designer tool for rapid script creation and maintenance
- Offers multiple resources: agents, automated agents and IVR
- Unified agent desktop application (both full screen and toolbar)
- Web based administration and supervisor access
- Comprehensive queue performance and effectiveness measurement
- Automated contact list import and export
- Comprehensive queue messaging including voice recordings and Microsoft's Text to Speech
- Embedded web browser for integrating online applications into the agent desktop
- Embedded agent wallboard



### Example Sectors:

- Telecommunications
- Banking & Financial Services
- Insurance Services
- Government & Public Sector
- Housing
- Education and Learning
- Sales and Marketing
- Wholesale Trading
- Property Management
- Commercial Supplies
- Social Services
- Retail



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