

# Geomant Contact Expert



## Contact Center Solutions for Microsoft Lync/Skype for Business

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

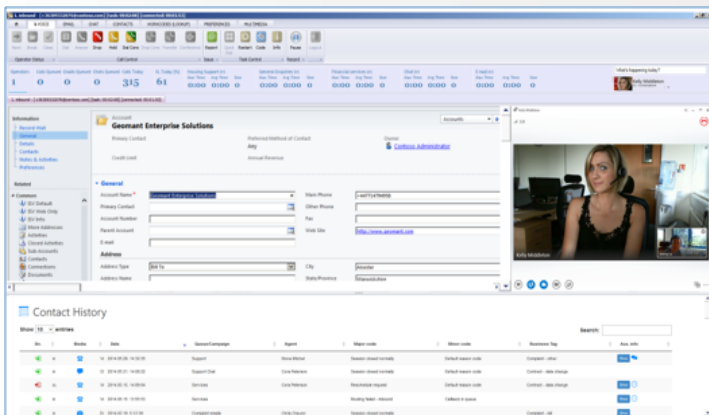
Suitable for all sizes of organization, Contact Expert combines rapid deployment with simple configuration. Its sophisticated software-based Automatic Call Distribution (ACD) capabilities ensure maximum productivity and enhanced customer service. Organizations can define, implement and tune multiple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



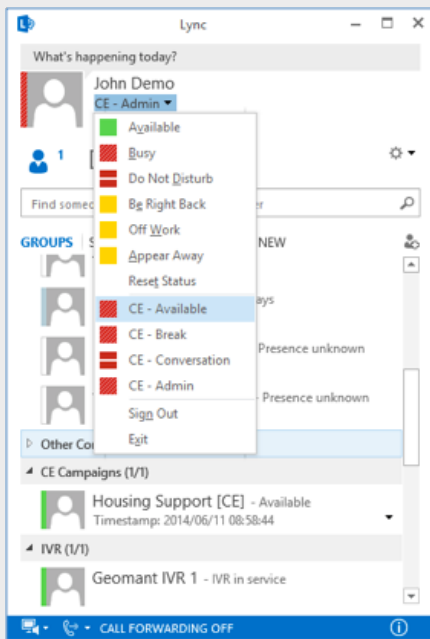
  
contact expert



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## Geomant Contact Expert: Contact Center Solution for Microsoft Lync



### 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



### About QUOVIM C3

Complete business, consulting and best-in-class contact center software solutions that optimize client interactions.

Quovim C3 provides Cross-Channel & Unified Communications solutions to organizations looking to optimize their contact center operations.

With numerous CIC implementations, Quovim C3 is a trusted Interactive Intelligence contact center partner that delivers exceptional customer experiences.

More than Contact Center Software and Expert Consulting, Quovim C3 is about enriching the Customer Experience.

### 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)
- 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