



⚡ LIGHTNING READY

salesforce

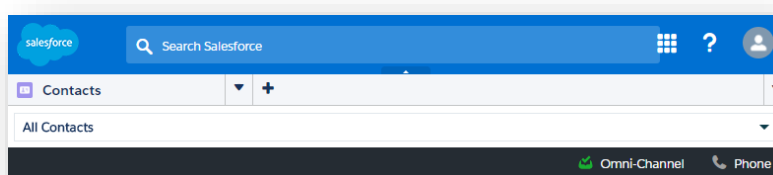
Highlights

- ✓ Out-of-the-box screen-pop solution
- ✓ Integrates Avaya telephony with Salesforce – including Salesforce Omni-Channel
- ✓ Playback Avaya/Verint call recordings directly from Salesforce
- ✓ Unified agent desktop
- ✓ Click-to-Dial
- ✓ Callback scheduling
- ✓ Call log templates
- ✓ Intuitive dashboard embedded within Salesforce
- ✓ Joins Avaya telephony to the latest cloud services
- ✓ Eradicates the need for expensive professional services
- ✓ Available as a zero-install cloud subscription service

Desktop Connect

Uniting Avaya Communication Manager with Salesforce and Salesforce Omni-Channel

Salesforce is the world's no. 1 choice for an enterprise CRM system as it redefines how businesses connect with their customers, their employees, their partners and their data. But by adding Avaya telephony and enriching it with intelligent screen-pop, softphone, screen transfer, queue dashboard, click-to-dial, call recording, callback scheduling *and more*, Salesforce is even more powerful: thanks to Geomant's Desktop Connect.



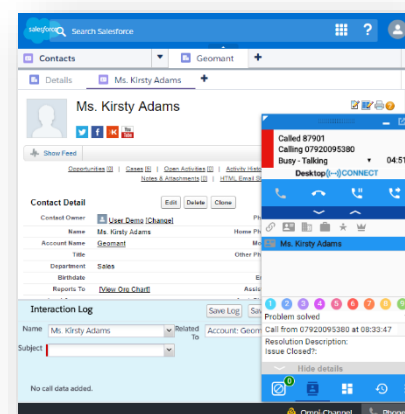
Desktop Connect is a seamless, out-of-the-box solution that adds the sophisticated contact centre capabilities of the world's most popular call centre solution, Avaya Communication Manager (CM), directly into your Salesforce CRM – including Salesforce Omni-Channel – to optimize your contact centre agent operations and provide exceptional customer experiences across all channels.

Unites Avaya Voice with Salesforce Omni-Channel

Desktop Connect unites Avaya Contact Centre Elite, Experience Portal and Call Recording with Salesforce's Omni-Channel solution in both their Classic and new Lightning Experience interfaces. By blending these market-leading technologies, and enhancing them with callback and queue dashboard, Desktop Connect creates an intelligent, state-of-the-art, omnichannel contact centre – *at just a fraction of the cost of a whole new omnichannel communication system.*

Unified Agent Desktop

Desktop Connect's highly intuitive interface is conveniently embedded within Salesforce so users can easily access soft-phone controls, see a consolidated view of omnichannel activity history - including call recordings, and quickly enter call activity notes via configurable call log templates – without the need to toggle between screens or use a desk phone.





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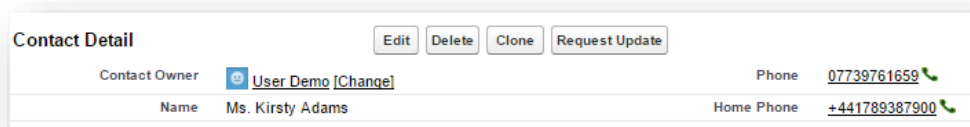


Out-Of-The-Box Screen-Pop

With Desktop Connect for Salesforce, an out-of-the-box screen-pop comes as standard, providing agents with customer specific information with every new call. Customer information can be acquired from a phone number, IVR, or information the agent has entered. With customer information immediately to hand, agents can shave as much as 15-20 seconds off handling times, and have the resources necessary to resolve customer issues first time around.

Click-to-Dial

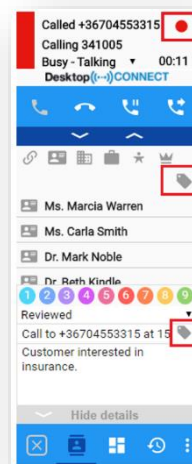
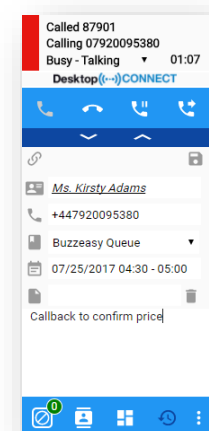
Contacting customers has never been easier. Desktop Connect enables calls to be made by simply clicking on any phone number in Salesforce, saving agents valuable time by eradicating the need for manual dialling.



Calls can be made directly from the phone field of a contact, lead, activity, account or directory. Desktop Connect even logs every outbound call automatically, so that your vital prospect data never slips through the cracks.

Call Recording Integration

For quality control and compliance, Desktop Connect links Avaya/Verint call recordings to your Salesforce activity/call log so that you see and listen to each call directly from your CRM system. Call recordings can also be paused and resumed from the CTI interface within Salesforce.



Agent Set Callback

Seamless integration with Buzzeasy means that your agents can schedule and handle automated customer callbacks effortlessly from a single interface. They can specify the time and date for a recall and append relevant customer information to that callback. And when the callback is made, CRM information is provided to agents via an instant screen-pop to ensure they have all they need to manage conversations in the most efficient way.

*Requires Avaya AES connection that meets the contact centre security policy & Avaya network specification. The service can only be provided following network connectivity verification

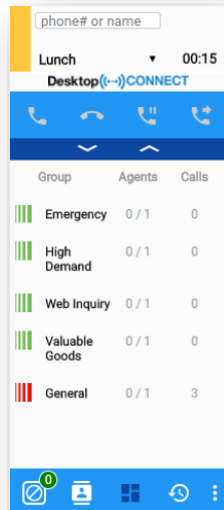


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Call Transfers with Customer Context

Saving time for agents and customers, calls can be passed to other colleagues or subject matter experts (SME) along with relevant customer information and notes via an automatic screen-pop. They can also tag a call with an additional screen, removing the need for lengthy explanations about why a customer is calling. This enables SME's to review customer case details rapidly, as well as any appended notes. Better still, customers no longer have to constantly repeat their information.



Agent Queue Dashboard

Agents can simply click on the queue dashboard in the Desktop Connect interface to see queue activity and agent availability in real-time.

Information is automatically updated every 10 seconds, so that agents can make informed decisions based on real-time information and react rapidly to fast-changing situations.

Consolidated Reporting

Desktop Connect automatically keeps a log of calls received and dialled, as well as any notes associated with the calls, so agents no longer have to be relied upon to remember to enter this information manually.

Subscription Based Pricing*

Achieve unparalleled flexibility and control in how you deploy, use and pay for Desktop Connect. Supporting on-premises, hybrid and cloud, simply choose the pricing model that best suits your business needs:

- Pre-paid: to subscribe to licences on a monthly or annual basis
- Post-paid: to purchase licences monthly on a pay-as-you-go basis

Removing upfront risk and capital outlay, subscription-based pricing gives you the agility to scale licences up or down according to actual business usage. And with the Desktop Connect Licence Portal you can distribute licences and allocate them across your different business areas (tenants) as-and-when you want. You can also view current and maximum license usage in real-time.

For Service Providers, flexible monthly-based pricing also keeps you firmly in control of your own customers and subscription billing. You can deploy and manage your customer tenant licences, and measure licence usage, so you are always responsive to customer needs and attain the fastest time-to-value.

*In addition to standard pricing



Cloud Services for your Avaya Contact Centre

Deployed on-premise or as a cloud service, Desktop Connect can be used to snap-on additional Cloud services, enabling Avaya contact centres to take full advantage of other state-of-the-art resources, including IVR, Callback, SMS, Digital Marketing, Web Page Tracking, and Knowledge Base, uniting them all within a single, consolidated agent desktop.

Avaya DevConnect Compliant



Desktop Connect has successfully achieved full Avaya DevConnect Compliance Testing.

This means organizations can be wholly confident of the solution's seamless integration with Avaya's key contact centre solution, Avaya Aura Communication Manager.

Key Benefits:

- Desktop Connect offers the most cost-effective way of creating an omnichannel contact centre – at just a fraction of the cost of a new omnichannel solution.
- Provides a 360-degree view of customer interactions – whatever channel they use.
- Joins Avaya telephony to the latest cloud services.
- Increases agent performance.
- Intuitive interface embedded within Salesforce provides access to omnichannel presence, click-to-dial, screen-pop, call recording, screen transfer, queue dashboard – and more.
- Quick to set up. Your omnichannel contact centre can be up and running in a day.
- Agents get up-to-speed with little training
- Decreased deployment costs with pre-built & tested integration.
- Configurable call log templates make it easy for agents to enter call activity notes.
- Eradicates the need for expensive professional services.
- Available as a zero-install cloud subscription service. *
- Avaya DevConnect Certified Application: Customers can be secure in the knowledge that Geomant's solutions have been rigorously tested & declared highly compatible with Avaya technologies.

*In addition to standard pricing



Contact Centre



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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 products for Avaya add functionality, decrease costs, and increase productivity in the contact centre.

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