



# Geomant Wallboard

Real-time and historical performance management solutions for wallboards and agent desktops



## About us

### **Instant Awareness. Informed Action.**

Geomant Wallboards turn real-time metrics and operational data into actionable information for your Contact Center. Geomant makes it easy to gather this information and present it on Contact Center screens as well as desktop and mobile devices. The solution is easy to update and deploy and provides a uniform agent experience at home and in the center.



### **A Trusted Vendor**

We have over 20 years of experience in the industry. 20,000+ agents use Geomant technology in over 20 countries.



### **Certified Connectors**

We have certified connectors for the world's leading communication platforms, and line of business applications.

- Avaya
- Microsoft
- Cisco
- Salesforce
- Genesys

We also support simple to complex custom integrations.



### **We Are Global**

We have local offices in USA, UK, Hungary and Romania, trusted distributors in Australia and Austria, and a global reseller community.





Why use wallboards and agent desktops?

# Improve All Aspects of Your Contact Center

## ENHANCE CALL CENTER EFFICIENCY

**Instant Awareness. Informed Action.** Wallboards allow companies to stop making assumptions about which strategies drive success and start leveraging valuable data to make business decisions.



## OPTIMIZE YOUR WORKFORCE

Wallboards are **proven to have a positive impact on agent engagement, productivity, and job satisfaction.** Displaying key metrics keeps agents informed and allows them to self-manage daily activities.



## DELIVER AN OUTSTANDING CUSTOMER EXPERIENCE

Wallboards are an effective tool to help contact centers **improve customer service** by giving managers and agents visibility into how the business is performing in real-time.





# Display Types

## One Easy-To-Use Application for All Display Types

Centrally manage content and present it on any device. Our content editor makes it easy to create content that's optimized for large screens, mobile devices, desktops and tablets.



## Features



Connect Data From Any Source



Track Real-Time & Historical Metrics



Set Threshold-Based Alerting



Sound Alerting



Add Scrolling Marquee Text



Add Multimedia & Dynamic Content



Connect to Live Feeds Like Weather or News Sites



Include Quick Links for user interactivity (Request Help, etc.)



## Perfect for Anywhere Working

### Small dashboard views can be created and customized for home-working employees

- Add links that pop out into full view screens with additional information.
- Add buttons that perform an action like 'request supervisor'.
- Use scrolling marquee text and automated alerting to update home-workers to changing conditions. For example, an 'ALERT' when call volumes reach a certain level.



# What Makes Geomant Wallboard Different?

## EXCELLENCE IN DATA INTEGRATION

Pull real-time and historical data from virtually **any enterprise data source** and present it as meaningful and actionable information to agents and staff.

## ROBUST EXPERIENCE, REGARDLESS OF LOCATION

Designed to create a **unified agent experience** whether working at home or in the center.

## OUT-OF-THE-BOX CONNECTORS

Out-of-the-box connectors **for the world's biggest contact center technology providers** like Avaya, Cisco, Genesys, and Aspect.

## COST-EFFECTIVE & CONTACT CENTER FOCUSED

More than a digital signage solution, Geomant Wallboard is **optimized for the contact center**.

## FLEXIBLE DEPLOYMENT OPTIONS & ANYWHERE ACCESS

Can be deployed on-premises, as a hybrid, or cloud-based solution. With a web-based editor, you can **update your content from any location**.

