

# Buzzeasy Multichannel Chat

Geomant's Buzzeasy Customer Interaction platform provides agents with a single desktop to manage multichannel chat.

Customers expect to communicate with organisations using a wide variety of digital channels, and increasingly they expect to jump between those channels without their journey being interrupted. Buzzeasy provides a single solution for enabling multiple channels, and removes the complexity of managing a multitude of point solutions. Agents can handle chats from various digital channels via a single unified desktop, all while having the ability to follow customers if they switch between channels too. With Buzzeasy, the conversation flow is never interrupted.

## Why choose Buzzeasy Multichannel Chat?

- A single solution for a wide and expanding range of digital channels – providing future-proofing and reducing administrative and technical overhead.
- Delivers an improved customer experience, supporting the same high level of customer service whatever the channel.
- Unique 'Escalate to Call' feature which sets up an automated callback when required.
- Affordable, subscription-based pricing model.

## What channels are supported?

- Email (Office 365)
- Web Chat
- SMS
- WhatsApp
- Skype
- Facebook Messenger
- Twitter DM



## Buzzeasy Multichannel Chat Features

Buzzeasy is Geomant's unique omnichannel customer engagement platform. It enables organisations to communicate with customers and potential customers in new and exciting ways. Buzzeasy Multichannel Chat features include:



### Easy Channel Management

A single solution delivering chat across multiple channels - email, web chat, Facebook, Twitter, Skype, SMS, and now WhatsApp.



### A Single Web Interface

Single web interface for agents that allows for multiple concurrent chat sessions.



### Skills-Based Routing

Skills-based routing of interactions, depending on what the chat is about.



### Easy Bot Add On

Optional Bots that can be used for everything from chat routing ('what can we help you with today') to full self-service.



### Escalate To Call

'Escalate to Call' – allowing any chat to be escalated to a voice call, with the context of the interaction available.



### Agent Assist

Optional 'Agent Assist' powered by AI supporting the agent with context-sensitive guidance on how to respond to the chat.



### Cloud-Based

Delivered from the cloud facilitating fast and cost-effective implementation.



### Integration Options

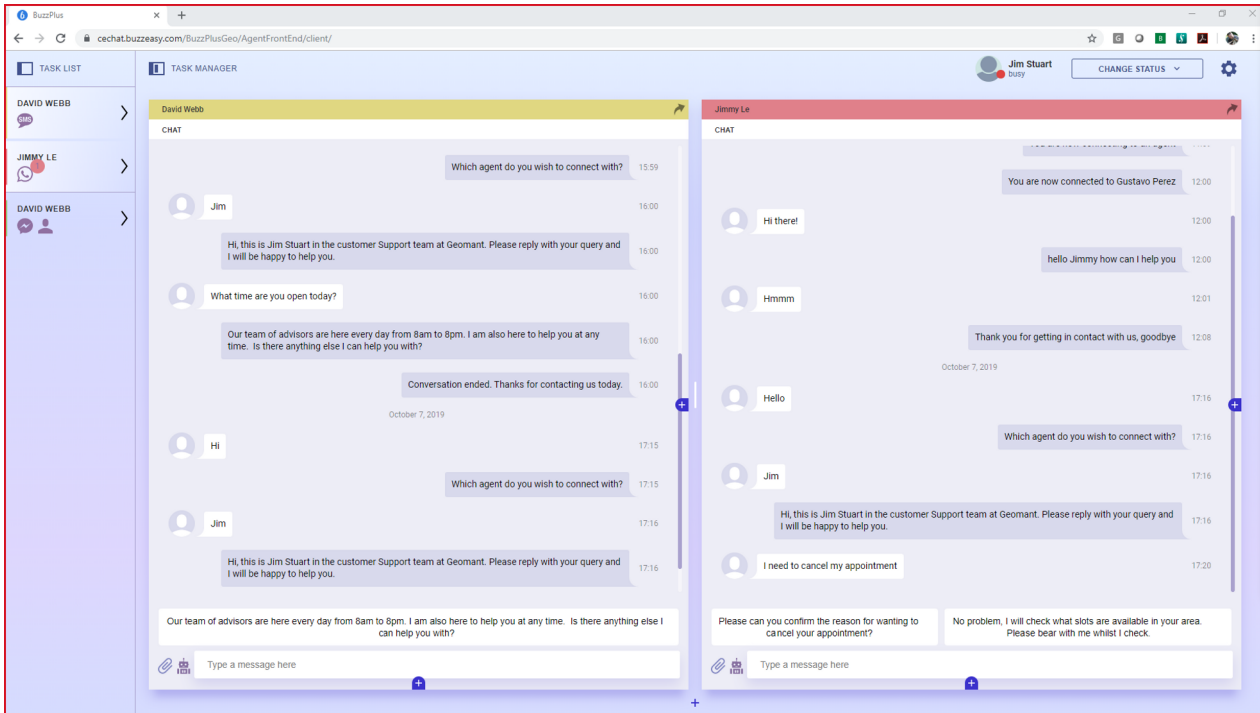
Published API for organisations wishing to develop their own web and app interfaces.



### Real-Time Reporting

A suite of real-time and historical reports, plus access to the underlying data for custom reporting and analysis.

# One Unified Desktop for All Communication Channels



## Part of the Buzzeasy Portfolio from Geomant

Using the latest Cloud and Bot technology, Buzzeasy revolutionises the way that customers engage with your organisation. Automating customer engagement in the fastest and most cost-efficient way, Buzzeasy enables customers to move effortlessly from any digital channel to live voice simply at the touch of a button – and without ever having to wait in a queue.

Your Digital Experience (DX) and Customer Experience (CX) strategies working together, seamlessly!

### About Geomant

Geomant is a well-established, innovative Systems Integrator and Software Developer, specialising in delivering amazing customer interactions. We provide tailored solutions based on our unique portfolio of cloud and software technology.



### Contact Us

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### Buzzeasy Offers:

- ✓ In-Queue & web callback
- ✓ Bots
- ✓ Multichannel chat
- ✓ Customer surveys
- ✓ SMS campaigns
- ✓ Voice and digital channel alignment