Inova has been acquired by specialist Systems Integrator and leading Contact Center and Digital Engagement solution provider, Geomant. This newly formed relationship brings an exciting new solution portfolio range to Avaya customers in the US, throughout Europe, and in Australia.

The acquisition extends the expertise and service delivery capabilities of both companies who have extensive Avaya heritages and DevConnect certified products to make the best even better for our Partners and customers.

PARTNERSHIP OPPORTUNITIES

What Geomant is renowned for in Europe is now available in the USA through Inova Solutions – A Geomant company. This means we're open to new partnership opportunities so if you're interested in finding out how you can extend your Avaya portfolio to drive additional revenues, get in touch with us today.

Flip this page to see our exciting new extended portfolio of end-user solutions.

SOLUTIONS & SERVICES OVERVIEW

Contact Centers: ACD, IVR, Voice Recording, CTI, Intelligent Wallboards
Unified Communications: IM, Video, Mobile
Business Consultation: Planning and implementation
Professional Services: Software & application development
24/7 support and maintenance & AI (chatbot) services
Customer Experience Solution Integration for Avaya platforms.

FURTHER INFORMATION

www.geomant.com
www.facebook.com/GeomantUC
www.linkedin.com/company/geomant
www.twitter.com/geouc

BUZZEASY

Omnichannel customer engagement platform that enables any organization with an Avaya contact center to add additional communication channels, including chat, SMS, social media, Skype and WhatsApp.

- Provides a web agent interface that combines Avaya voice call control with digital channel customer interaction.
- Provides digital channel skill-based routing.
- Automated in-queue callback.
- IVR and SMS survey functionality for instant, post-interaction feedback.
- Artificial intelligence (AI) based bot services, with escalation to a live agent, with context.
- Cloud and hybrid deployment models provide rapid and cost-effective implementation and operation.

DESKTOP CONNECT

Desktop Connect extends Microsoft Dynamics and Salesforce.com by embedding the telephony capabilities of Avaya Communication Manager, providing customers with a unified desktop for smooth user experience and increased productivity.

- Out-of-the-box screen-pop solution.
- Play Avaya/Verint Verba call recordings directly from the CRM.
- Click-to-dial capabilities.
- Joins Avaya telephony to the latest cloud services.
- Eradicates the need for expensive professional services.
- Availible as a zero-install cloud subscription.

GEOMANT WALLBOARD

Geomant Wallboards are the ultimate real-time reporting and digital signage solutions for Avaya contact centers.

- Cloud-ready with support for Android and Windows small factor PC devices.
- Powered by Inova Lightlink for complex calculation, data aggregation and intelligent alerting.
- Easy to integrate and display data from all Avaya contact center products (EMC, AEP, POM, APC, AIC, OA).
- Get data from any enterprise data source (CRM, ERP, ticketing, WFM, etc) and display it alongside contact center stats.
- Easy to use WYSIWYG report editor generates attractive and actionable reports for large TVs or agent desktop wallboards, or for browser-based viewing.
- Display real-time and historical data using standard connectors for Avaya CMS and AACC.

PROFESSIONAL SERVICES

We help to drive maximum value from the following Avaya products:

- Experience Portal
- POM
- ACCS
- AACC
- EMC
- Avaya WFM
- Avaya Aura UC
- IP Office
- AAPC