

Geomant Wallboard Technical Details Booklet

Geomant Wallboards, powered by Inova LightLink, are the ultimate in real-time reporting and digital signage for contact centres.



Geomant Wallboard Features

Improving productivity in the contact centre



Connect Data From Any Source

Wallboard harvests real-time and historical data from any enterprise data source: databases, files, Excel, intranet sites, custom data streams, etc



Works With Technology & Cloud Service Providers

Works with the worlds biggest contact centre technology providers like Avaya, Cisco, Genesys and Aspect and integrates with virtually any cloud services provider which exposes APIs.



Suitable For Businesses Of All Sizes

Ability to present to hundreds of concurrent screens and harvest data from the systems of thousands of agents.



High Impact Graphics

Showcase charts and gauges of real-time business and performance metrics alongside live-streamed and recorded video and other multimedia content on crystal-clear, high definition monitors to keep your team motivated, informed and empowered to better serve your customers.



Easy To Create & Manage Content

With a drag-and-drop interface, built-in layout editor, and multiple deployment methods, you can leverage your current content quickly to get your digital signs up and running in no time. And best of all, you don't need to be a designer or developer to do it.



Threshold-Based Email & SMS Alerting

Ensure that you're notified of fast-changing contact centre conditions, you can program KPI thresholds to trigger alerts such as on-screen messages or colour changes, texts, emails or even audio notifications.

Display Options

Display options to suit your business needs



Geomant Wallboard Player App

Small factor PC or Android media player.

For: Large TVs on the wall & Agent desktops

Geomant Browser Player

Requires a modern browser which will show the selected wallboard content

For: Supervisors & Managers



Alerting

KPI threshold based alerts.

For: Supervisors & Managers



Wallboard Applications

Presentation Layer

- Geomant Wallboard Player for Android
- Geomant Wallboard Player for Windows
- Geomant Web Player
- Geomant Dekstop Player

Supervisor Layer

- Geomant Wallboard Manager App; roles:
- Editor (manages content and device within tenant)
- Owner (full permissions within tenant)
- Viewer (view content and device within tenant)
- Agent (view content within tenant)

Administrative Layer

- (For IT admins)
- Inova LightLink Administrator
 - Geomant Wallboard Manager; roles:
 - Super admin



Layer Features

Presentation Layer:



Geomant Wallboard Player for Windows and Android

- Window resize on/off
- Full screen on/off
- Always on on/off
- Window move on/off
- Does not run without registration into server
- Automatically receives new content
- Can be used as small foot-print agent desktop application



Geomant Web Player

- Works best with Chrome
- Works with IE and Edge
- Requires registration into server to display the content



Layer Features

Supervisor Layer:

Geomant Wallboard Manager



Three user roles for supervisors

(They all have access only to data from their tenant)

Owner –
read/write/add/remove users, teams, devices, content

Editor –
read/write/add/remove content, device

Viewer –
read setup of the tenant



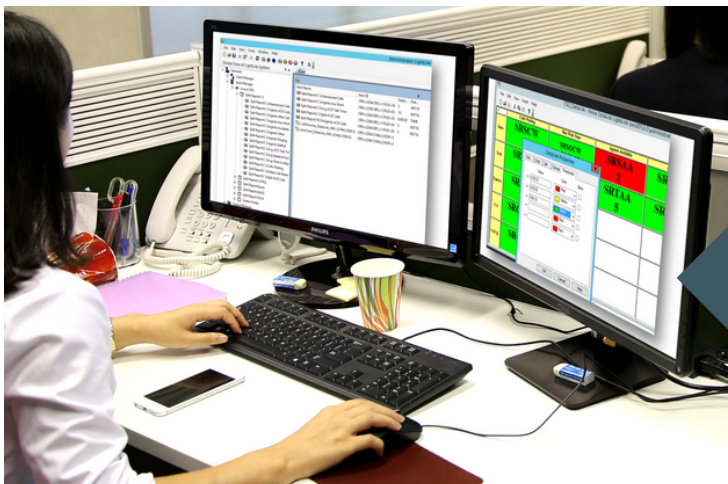
Geomant Wallboard editor

- Create new and edit existing content
- Save and preview content
- Schedule by time and by KPI - Emergency content
- Use existing widgets (move, drag, change color, text, resize)
- Create custom widgets
- Possibility to integrate with Knowage BI and Grafana



Device administration – within tenant

- Add and remove
- Download log files
- Enable, disable, restart device
- License administration



LightLink Datalink Editor

- KPI: change, add, remove, calculate
- Threshold based color change
- Add / remove application data rows
- AD provided access control over files

Layer Features

Administrative Layer

Geomant Wallboard Manager



One user role for super admin

- Has access to all features from all tenants
- read/write/add/remove users, teams, devices, content
- Create, change and delete tenants



•Device administration – within all tenants

- Add and remove
- Download log files
- Enable, disable, restart device
- License administration



Geomant Wallboard Editor

- All edition features
- Can create templates which will be used by the other roles



LightLink Administrator & DataLink Editor

- Add/remove/change data sources
- Add/remove/change XML output channels
- Add/remove/change data analyzer data sources
- Add/remove/change email and SMS alert channels
- View LightLink logs
- AD Integration