

discover

G-Cloud 15 Service Definition



Founded in 2017, we're a small Scottish team who design, build, and support our own technology.

Working alongside our customers as partners, we bring a personal and transparent approach, with a flexibility larger providers can't match.

What is discover?

Discover gives contact centres real-time visibility through simple, flexible wallboards built for Avaya and Amazon Connect.

It helps teams make quick, confident decisions to make operations simple, not stressful.

G-Cloud 15 | Service Definition

Simple

Quick to deploy, intuitive to use, and easy to support, enabling teams focus on service delivery.

Scalable

Concurrent session licensing lets you use Discover freely within your chosen capacity, without the need to manage named users or restructure workflows.

Trusted

Proven in mission-critical environments, from police force control rooms to 24/7 BPO operations.

Evolving

Developed in close collaboration with active users to ensure our feature updates reflect real operational needs and emerging best practices.

www.grey-space.com



Some Benefits



● Ready to Go

Includes 30+ wallboard templates so teams can launch their first wallboards in minutes.

● No Code

Create, launch, and manage wallboards without writing a single line of code.

● Engagement

Dynamically apply colours and animations to highlight critical KPIs, keeping attention where it matters most.

● Operational Awareness

Use messaging features to push updates to specific teams, locations, or every wallboard simultaneously.

● Expanded Context

Cycle up to five wallboards on a single device, ideal for teams with complex data requirements.

● Visual Identity

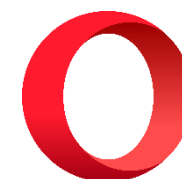
Apply your branding to any wallboard, and work with us to design layouts built precisely to your specification.



Anytime, Anywhere

Create, launch, and manage every aspect of Discover from any smart device using only a web browser.

Whether you're on a work laptop, a home PC, or a phone on the move, everything is available the moment you reach the network - no installs, no specialist hardware, just instant access wherever you are.





Features For Nerds

For the people who keep the lights on, technical features matter - and we've built ours with you in mind.

● Roles Based Access

Precise and secure controlled access for admins, teams, and external clients.

● Session Control

Manage all active sessions in one place, ensuring stability and compliance.

● Device Authentication

Devices authenticate without credentials, reducing risk and simplifying deployment.

● Workspace Management

Partition resources into isolated workspaces for cleaner administration and data-sensitive environments.

● Unified Administration

Every configuration, tool, and control lives in one place - no extra software or scattered interfaces.

● Resilience

Automatic reconnection and graceful recovery keep wallboards stable through network interruptions.



Support



Because we built Discover, we support it ourselves - no tiers, no third party, just clear, human help from people who know the product inside out.



Mon - Fri 09:00-17:00

Support Coverage



Less Than 24 Hours

First Response



Online Portal and Email

Support Channels



Monthly

Proactive Health Checks

We've always found Grey Space's support to be consistently helpful, responsive, and attentive to our needs at Centrecom.

It's clear that you care about delivering excellent service, and it has made a positive impact on our experience.

You always go an extra mile for us, and we appreciate it thoroughly!

Daniel Borg, ICT Support Officer



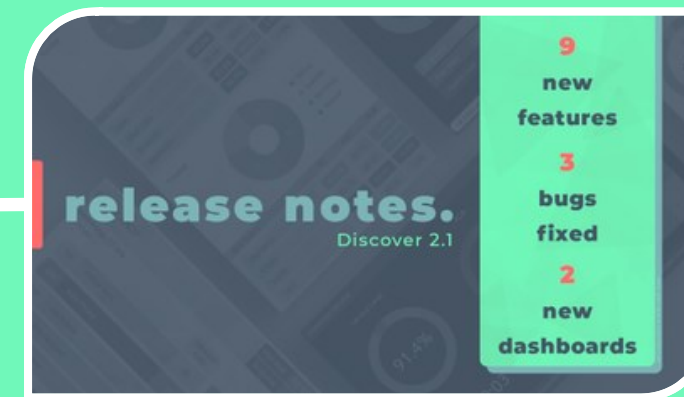


Driven By Insight

Discover 2.0 launched in early 2021 with a brand-new architecture designed for long-term evolution.

Since then, development has been driven by close collaboration with our users, whose insight and ideas fundamentally shape each release.

2021



Feature Update 2.1

2022



Feature Update 2.2



Major Update 2.4

2023
⋮
2024

new render engine, animation
interactive screen controls. 1
filter methods. UI navigation
updates. **Discover 2.3** templa
designs. administrator tools.
accessibility options. automa
error recovery features. New

Feature Update 2.4

This unique approach benefits
every single one of our user’s and
gives us a direction no internal
roadmap could match.

Would You Like to Know More?

Share your thoughts, project goals, or just bounce
your ideas off us - we love hearing what people are
working on.

 www.grey-space.com

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