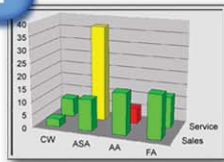




	COLLECTIONS	TECH SUPPORT
CW	3	7
ASA	0:12	0:37
AA	16	6

2



1

QUEUE	ACT	CIQ	CWT
DALLAS	65	12	0:28
LA	154	87	3:49
NEW YORK	127	18	0:16
TORONTO	225	27	0:21

EXPECT HEAVY CALL VOLUME FOR THE

3

TaskLink: Sales 32 Quotes 07 Team meeting 4:00 PM in the

## Real-time to the Desktop = More Responsive Agents

Inova Desktop Presenter™ delivers real-time metrics directly to agent desktops — perfect for contact centers with limited sight lines that make wallboards or other group displays impractical. Working in conjunction with Inova LightLink, our award-winning middleware platform, Inova Desktop Presenter displays key metrics drawn from any number of systems or applications currently running in your contact center. Options for visual alerting draw attention to performance issues prompting an immediate response, while messaging capabilities serve to guide agent actions — resulting in increased agent productivity and better customer service.

Inova Desktop Presenter is easy to deploy, and is fully configurable with supervisory control over the content, size, location and appearance of each desktop client. Directed broadcast and multicast technologies are employed for efficient network use. Inova Desktop Presenter encompasses three applications providing a variety of desktop information display options. The applications, described below, are available individually or in bundles.

1

### Inova Marquee™

Inova Marquee™ is a “virtual wallboard” for the desktop, capable of mirroring content on an Inova LED wallboard — including font effects, graphics and animations.

Marquee is the perfect complement for contact centers where physical wallboards are used but line of sight for some agents is limited or obstructed.

Marquee is also a valuable tool for instantly and efficiently communicating instructions, announcements, congratulatory messages and other information to agents.

2

### Inova DataLink™

Inova DataLink™ displays data in a color-coded table, chart or histogram. DataLink visually alerts agents to changing contact center conditions through color changes based on user-defined thresholds. DataLink makes a perfect transfer queue “traffic light” (green=transfer, yellow=caution, red=do not transfer).

DataLink is also a valuable tool for supervisors and managers, allowing them to compare multiple data sets side-by-side, or to consolidate data from disparate sources and multiple locations into a single command view.

3

### Inova TaskLink™

Inova TaskLink™ provides a ticker-style presentation of contact center information in the taskbar of a Windows desktop. Its compact size and integration directly into the taskbar allow agents to receive important data and announcements without impacting other CRM applications or affecting agent availability.

In order to run in the taskbar, TaskLink requires Active Desktop. If Active Desktop is not installed, TaskLink runs in a free-floating window that may be sized, placed and locked anywhere on the screen.