

Web-based Contact Center Dashboards

Real-time Business Intelligence for Contact Center Managers

Managers Need Insight, Not Just Metrics

The volatile nature of the contact center industry means that even the smartest management plans may encounter the unexpected. Therefore, it is essential to complement strategic planning with real-time management.

Inova Solutions' newest tool simplifies the complexities of contact center management. Performance Tracker™ 2.0 empowers executives to make strategic decisions based on real-time facts, and adjust their plans as necessary when an unexpected problem arises. Costly problems are avoided and your contact center may continue running smoothly.

A Powerful, Web-based Dashboard

Performance Tracker is a powerful web-based dashboard that consolidates your most relevant metrics from multiple centers and data sources. Executives can easily view real-time business and operational metrics, and drill down into areas of interest to learn more. Real-time alerts based on threshold values allow your your management team to instantly compare actual performance against goals.

This information can be accessed from nearly anywhere, allowing managers to convert knowledge into action that will drive their contact center to higher efficiency.

Performance Tracker integrates with nearly any data source, including ACDs, workforce management systems, and even your own internal databases. With dashboards built on Microsoft SharePoint™, customized views are easy to create and edit.

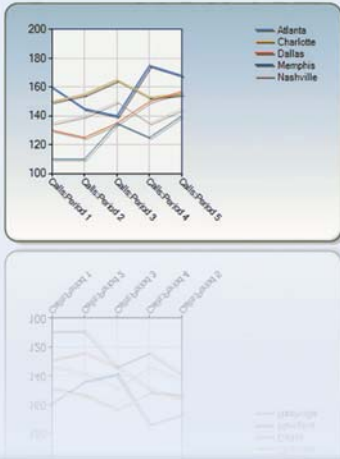
Performance Tracker:

- Provides a unified view of multiple centers and data sources
- Graphically presents your KPIs through charts, grids and gauges
- Built upon SharePoint infrastructure
- Alerts you to potential problems in your center

Visually Present your Critical, Real-time Data

Many professionals are best able to process information visually. This is why Performance Tracker offers three attractive web parts to display your most important metrics – charts, gauges and grids. Customize your dashboard to meet your contact center's unique needs.

Charts are best used to compare multiple groups by the same KPIs.



Gauges are best used to monitor single value KPIs.



Grids are best used to show real-time data across multiple groups or locations.

Group	ABN	AA	LIA
Sales	2	3	5
Service	3	4	2
Support	1	0	11
Support	↓	0	↓↓
Service	3	4	5
Sales	5	3	2

Aligned with Contact Center Management Needs

- **Easy to use** - A simple, wizard-driven interface allows even non-technical users to easily create and customize dashboards with colorful charts, gauges and grids.
- **Less time with reports, more time with agents** - Supervisors have instant access to important information, allowing for more time to coach agents.
- **Accessible** - Web-based dashboards can be accessed from nearly anywhere, so contact center status updates are always at your fingertips.
- **Insightful** - Real-time alerts and drill-down views allow managers to quickly identify problems and take corrective action.

Aligned with IT Management Needs

- **Leverages existing systems** - Performance Tracker only requires SharePoint and a web browser enabled to use AJAX.
- **Award-winning middleware** - Inova's LightLink middleware serves as the integration platform, efficiently collecting relevant data from the various systems and applications that support your contact center.
- **Integrates with data sources** - Performance Tracker works seamlessly with Aspect, Avaya, Cisco, Nortel, Genesys, IEX, and many other applications.

Contact Inova Solutions today to learn more about how business intelligence can improve your contact center's efficiency.



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