

# Real-Time Performance Management Solutions

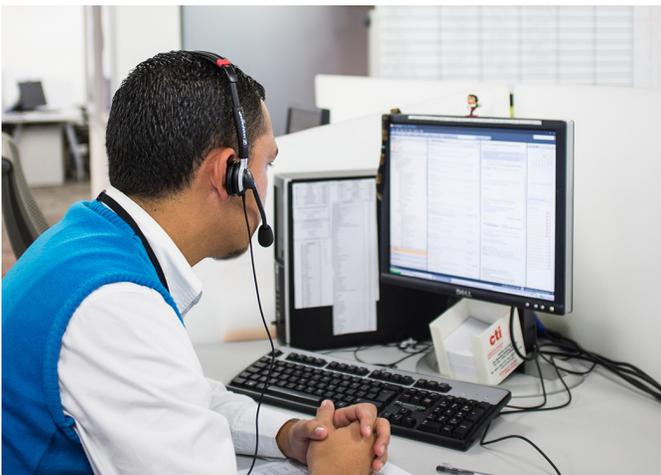
Improving contact center performance through the use of real-time metrics and consolidated reporting

Contact centers are critical to the success of the organizations they support. They provide a wealth of intelligence about how their customers purchase and wish to be served and help meet top and bottom line objectives by driving additional revenue while tightly controlling costs; all while being responsible to deliver the ultimate customer experience. However, they face a unique challenge in delivering these results as customers connect in random intervals, while service levels – measured in seconds – must be consistently maintained. The real-time pressures they face are exceptional and the best laid daily plans to meet demand can deviate rapidly. Contact centers need to adjust on the fly...while still delivering the high-level service the organization needs and their customers demand.

## Measuring Real-Time Demand

To be successful, contact centers need to assess their situations and make adjustments moment-by-moment, not just daily or weekly. Identifying performance gaps before they lead to customer service issues or spin so far out of control that there's no hope of meeting service level objectives is critical. To do this, they need real-time performance data and to be alerted immediately when KPIs are out of compliance in order to proactively address current issues and detect trends early enough to make the right adjustments in workforce or skill alignment.

Inova Solutions helps contact centers succeed by enabling the right people to see the right data, at the right time and in the way they want to see it – so that they can make informed decisions that satisfy their customers and achieve service level objectives.



*"The key advantage of the Inova system is the ability to have one centralized view of the entire environment."*

*– Citizen's Financial Group*

## Determining the Right Metrics

Inova Solutions takes a holistic approach to providing real-time performance management solutions and follows a proven methodology that includes:

- Defining the most appropriate real-time performance metrics to address challenges and customizing them to match objectives
- Consolidating and standardizing KPIs across locations and systems, including ACDs, Dialers, Workforce Management and other enterprise platforms and databases
- Determining how those metrics will be presented and shared with managers, supervisors and agents
- Response planning to determine thresholds, establish reaction timing, create instructional messaging and determine follow-up strategies

Inova real-time performance management solutions are built on Inova LightLink®, our powerful, flexible and open software platform that scales to meet your needs – whether you have ten agents in a single center, or hundreds of agents across multiple sites.

## Benefits of an Inova Real-Time Performance Management Solution

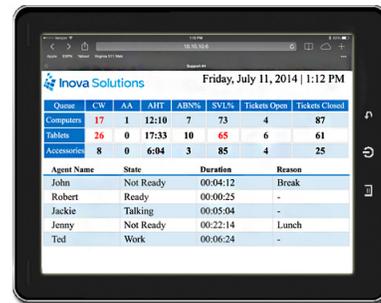
Regardless of the reporting or workforce management system in place, Inova can help you view, monitor and respond to a more complete picture of performance – resulting in greater efficiencies and improved agent morale.

Specific benefits include:

- Reduced wait times and abandonment rates
- More informed and efficient agents
- Shortened negative impacts on service level
- Improved customer satisfaction
- Improved adherence and occupancy rates
- Reduced operating expenses
- Avoidance of negative public relations

# Customized Views

With an Inova real-time performance management solution you can share critical performance data on the output of your choice with customized reports. Visual output choices include manager dashboards, digital signage, agent desktop applications and LED wallboards.



## Customizable, Mobile Dashboards

Inova Performance Tracker<sup>®</sup> is a robust, web-based dashboard that can be customized to your end customers' specific requirements. Performance Tracker is highly mobile and can be viewed on a number of mobile devices, including tablets and smart phones, a handy feature that untethers performance reporting from your desktops, allowing you to monitor performance as you move throughout the contact center or when you are remote.

## Multi-Media Digital Signage

Inova partners with Four Winds Interactive, an award-winning, industry leader in digital signage, to deliver performance KPIs along with rich, multi-media content on LCD, Plasma or LED monitors. Digital signage from Inova gives you the ability to keep your agents informed and motivated with key information and content such as live video, streaming news, informative messages, HR updates, weather, operational data and more. Customers can choose from a number of templates and easily control and update content.



## Traditional LED Wallboards

Highly visible & energy-efficient OnAlert<sup>®</sup> LED wallboards make great presentation options when you want to share 'just the data' with your in-house agents or as a compliment to digital signage. These Power over Ethernet (PoE) reader boards draw both real-time data and power from a single Ethernet connection, eliminating the cost and complexity of running AC power to the displays.

## Agent Desktop Applications

Desktop applications from Inova allow agents to view their individual performance metrics and receive alerts when they become out of compliance. Our desktop applications come in a variety of views and make great choices for remote agents or where in-house space is limited and wallboard and digital displays are not possible. These applications can be sized and placed on the taskbar or anywhere on the desktop, with the option to remain in the background and "pop" when there is an important message or alert, making optimal use of agents' screen real-estate.



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[www.inovasolutions.com](http://www.inovasolutions.com)

*For more information on Inova's performance management solutions give us a call or visit us on the web.*