



Real-time Reporting for Collections Call Centers

Display key metrics on bright and visible LED wallboards

The Power of Real-time Information

In the highly dynamic environment of outbound call centers, real-time information often makes the difference between a successful calling campaign and wasted resources. If managers and agents are aware of key metrics – such as the ratio of amounts collected against promises, calls dialed and right party contacts – they can make operational changes that ensure goals are met.

Key metrics are only actionable if they are easily accessible and updated in real time. In large contact centers, nothing matches the ability of LED displays to communicate vital information instantly. Inova OnTrack™ LED wallboards make this productivity-enhancing technology more affordable than ever.

Advanced LED Wallboards

Advanced software allows OnTrack displays to present pre-saved or ad-hoc messages along with real-time data from your [Avaya Predictive Dialing System](#). You can also establish thresholds and triggers that automatically

change the color of data requiring attention, so managers can analyze calling campaigns dynamically and in real time.

OnTrack displays are available in a variety of models that meet the needs of contact centers of all sizes. Certain models are powered by network connections (using Power over Ethernet technology). This greatly simplifies deployment and operation, and reduces the total cost of ownership. AC-powered models are also available for larger centers.

Inova Solutions' LED wallboards:

- Display real-time calling campaign and job statistics
- Designed for R12, V3 and V4 versions of the Avaya Predictive Dialing System
- Enable more customer transactions and less agent idle time

Real-time Data Displayed Through a Variety of Media

Inova's OnTrack wallboards are not the only way to display your important calling campaign metrics. Choose from a wide variety of display options and accompanying software:

- **LED wallboards** – Inova OnTrack™ displays call center statistics on cost-effective, bright and highly-visible LED reader boards. Available with revolutionary Power over Ethernet technology, select models of OnTrack offer significant energy cost savings and simplified installation.
- **LCD flatscreen displays** – Inova Broadcaster™ displays rich, multimedia content such as live video and PowerPoint presentations on large-format LCD screens. Capture the power of digital signage with attention-grabbing graphics and layouts while communicating your real-time campaign metrics.
- **Web-based management dashboards** – Inova Performance Tracker™ generates sophisticated snapshots of multi-source operational data for call center managers. Spend less time digging through reports and more time coaching agents.
- **Agent desktop applications** – Inova Desktop Presenter™ displays real-time campaign statistics directly on agents' computer desktops. Empower agents to improve their efficiency based on how many calls resulted in PTPs, how many calls were handled, and other information vital to a successful calling campaign.

Seamless Integration with Multiple Data Sources

Inova's sophisticated reporting solutions integrate not only with your Avaya Predictive Dialing System, but also with virtually any other data source in your center. Therefore, you can access campaign statistics along with your other vital operational data from sales or financial databases.

Avaya Customers Trust Inova Solutions

Top contact centers trust Inova to help them make the most of their Avaya Predictive Dialing System investment. Recognized in Avaya's DeveloperConnection program, many of Inova's software and hardware solutions have been compliance-tested and rated "Avaya Compliant." Ask an Inova representative for details.



About Inova Solutions

For 25 years, Inova Solutions has provided outbound and inbound contact centers with real-time reporting software and hardware that helps them operate at optimum levels.

Learn more about how real-time reporting can enable more customer transactions per hour. Call 1.866.686.8774 for more information.



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