



The Next Generation Call Center Wallboard

Broadcast multimedia content on digital signage throughout your call center

Inform, Engage and Motivate

Inova Broadcaster™, powerful digital signage software from Inova Solutions, delivers real-time call center metrics along with dynamic multimedia content to your agents, managers, executives, and visitors alike. Moving beyond a traditional call center wallboard, Broadcaster provides high impact employee communication designed for the 21st century.

Broadcaster allows you to create, schedule and broadcast media-rich views throughout your organization. Let colorful charts, gauges and grids showcase your most important call center metrics alongside pre-recorded or live streaming video.

Capable of driving multiple displays across different centers, Broadcaster minimizes bandwidth usage and provides uninterrupted operation even if network connectivity is lost.

Broadcaster delivers the latest critical information when it's needed, with the stunning impact that only large-screen displays can provide.

Create

- Create dynamic views in minutes using an integrated drag-and-drop layout tool, or select a template from a library of screen-ready views.
- Display graphics, live streaming or pre-recorded video, and real-time data presented in charts, tables, or gauges.

Schedule

- Show views on a schedule or trigger views based on business conditions.
- Customize content for individual displays, display groups, or the entire network.

Broadcast

- One click instantly updates content across the entire network. Delivery is confirmed.

Easily Implement Media-rich Screen Views

With Inova's drag-and-drop layout tool, Broadcaster Designer™, anyone can create or modify custom views. Simply drag the elements you desire onto the canvas and fill it with anything you wish — a corporate logo, a background image, a video window, or a gauge. You can also select from a variety of out-of-the-box templates and customize them to fit your needs.

The blank canvas is sizable to support 16:9, 15:9, 4:3 and other custom aspect ratios to fit any display. Deliver information updates with variable messaging, without sacrificing corporate look and feel. A one-click preview mode lets you test your view before you deploy.

Engage With Dynamic Content

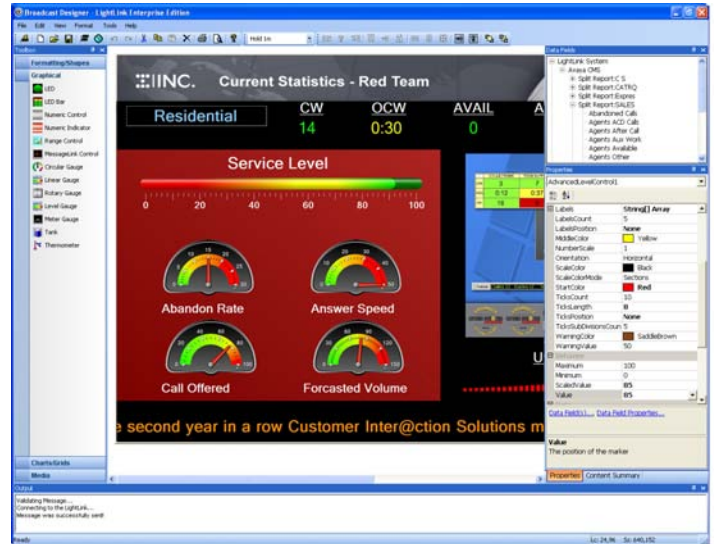
Broadcaster comes complete with a toolbox full of ready-to-use graphs, gauges and other meters. Simply drag and drop graphical elements onto the canvas to create beautiful and informative views in minutes. Broadcaster natively supports multiple media formats, including:

- Video for Adobe® Flash®
- MP3 audio
- WAV audio
- MPEG-2 and MPEG-4 video
- Apple® QuickTime® video
- Windows Media Format®
- Internet browser views
- HTML exports from Microsoft® PowerPoint®

Broadcaster delivers video content to digital signage through a direct connection from a satellite or cable television feed, or via streaming video on your network. Video content is easily controlled by a software-based remote control.

Inform With Real-Time Metrics

Broadcaster leverages the integration power of Inova's award-winning middleware for inclusion of real-time data from any system in your center. The easy-to-use



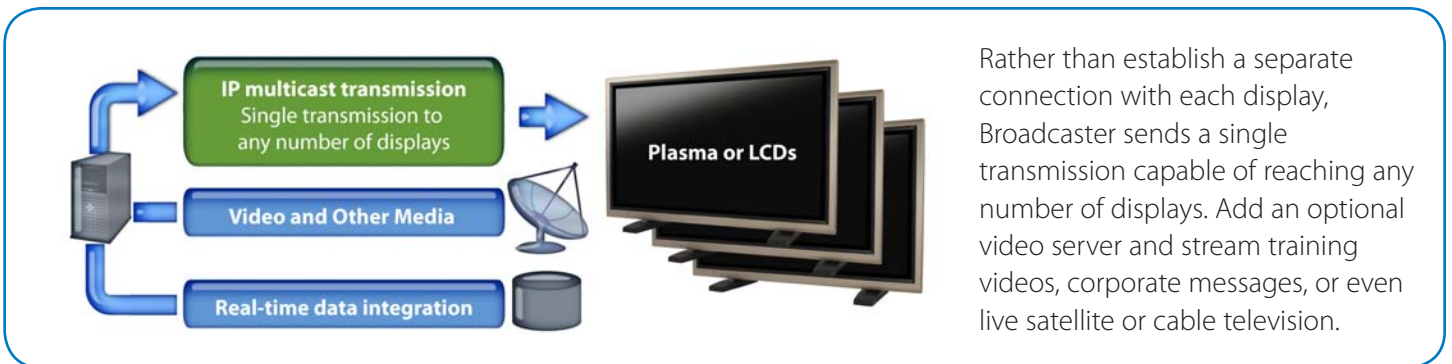
Drag and drop metrics, gauges, and video in Broadcaster Designer

Data Browser allows you to drag and drop data fields on top of real-time controls. You can define equations to automatically calculate key performance metrics and save the expressions for future use.

Instantaneous Messaging

Simple messaging tools allow approved users to send ad-hoc messages to Broadcaster displays. These real-time features put you in control and allow you to:

- Decide if you want your message to appear on all displays or a display group.
- Send a message in real-time or schedule a message to appear at the time of your choice.
- Create new messages or select pre-set messages to display.



Rather than establish a separate connection with each display, Broadcaster sends a single transmission capable of reaching any number of displays. Add an optional video server and stream training videos, corporate messages, or even live satellite or cable television.

Contact Inova Solutions today to learn more about how real-time metrics and multimedia content can improve your contact center's efficiency.



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