

> Visually stunning new options for real-time communication

The new look of wallboards, **Inova Broadcaster** makes it easy to create, schedule and present visually stunning content on large screen LCD or plasma displays. Show real-time data as animated charts, gauges or graphs combined with custom graphics, messaging and video content that will engage, inform and motivate agents.



Monitor real-time data and intra-day trends through your web browser with **Inova Performance Tracker**. These graphical dashboards provide roll-up views from across data sources and multiple sites, with the ability to drill-down to specific skills or groups. Build, deploy and administer real-time dashboards designed specifically for managing contact center operations.



> New features for easier use, better reliability, tighter security and more

- ❑ **Expanded compatibility** with support for Microsoft® Windows 2000, 2003 and XP.
- ❑ **Executed as Windows Services** allowing core Inova components to run unattended (no need to login to server), and to automatically launch at startup in the event of a server restart.
- ❑ **Advanced security** that leverages existing Windows domain accounts to quickly establish individual and group rights and privileges within the Inova system. Multi-level domain environments are supported.
- ❑ **Roaming profiles** that tie access privileges to network logins, allowing rights and privileges to follow a user to any computer.
- ❑ **Distributed architecture** to balance load and enhance reliability by spreading critical components across servers, eliminating the single point of failure risk associated with client/server solutions.
- ❑ **Integrated data analysis** tools to easily create custom data fields that support complex equations.
- ❑ **Improved configuration** tools for faster "go live" time and easier maintenance, with centrally managed software patches and upgrades.
- ❑ **Enhanced XML support** that now accepts XML files as data input sources and provides greater XML output functionality and configuration.
- ❑ **New RSS support** enabling Inova LightLink to accept an RSS feed as a data source. Can be used to stream news, weather and other content across wallboards or used in Inova Broadcaster views.
- ❑ **Expanded integration library** with new integration adapters for Alcatel and Aspect eWorkforce Management

Upgrade today!

Contact your local Inova Solutions sales representative or call +1.434.817.8000 today.

Remember, customers with an active Inova Support Agreement (ISA) receive a **50% discount** on all major software upgrades.