

UNIVERSITY
OF MIAMI

CHALLENGE

The University of Miami needed an easy-to-use reporting system that would integrate its two data sources and display multiple KPIs on agent desktops.

SOLUTION

DataLink, part of the Inova Desktop Presenter application, visually alerts agents to the constant changes in their queues; it combines Nortel and Cisco telephony metrics into one application.

BENEFITS

- Helps minimize abandoned calls by alerting agents based on user-defined thresholds.
- Provides management the ability to share vital performance statistics from two data sources.
- Ability to display multiple KPIs at once for better decision making.

Inova Solutions Helps the University of Miami Deliver Value on Investment

Contact centers are vital to the ongoing success of institutions of higher education. Whether you are servicing a system for prospective students, financial aid, student accounts, or any other division, you know the importance of accurate information and fast response time.

As the pillars of advanced learning, higher education systems are perhaps under the most scrutiny to be adaptive to change and emerging technologies that will enhance their students' experiences. While not as obvious as classroom advancements, this also boils down to the call centers that are undoubtedly staggered throughout almost every public and private school in the nation.

The Challenge

The University of Miami needed a new reporting technology infrastructure for its call center. The call center is housed in both the main campus and the hospital/medical campus for booking appointments and making reminder calls. The biggest problem they had was integrating their two data sources and displaying more than one KPI on agent desktops. UMiami needed a system that was easy to use and provided clear displays of call activity to minimize abandoned calls.

"The only word I can use to describe my experience with Inova is seamless. After replacing another system I was happy to see the ease at which LightLink integrates with multiple systems."

– Ada Valdes, Project Manger



With Inova Solutions, the University can see all of its top metrics at the same time, including calls offered, calls handled and agent state times.

The Solution

Inova Solutions combined the needs of the Chief Network Security Officer, Systems Manager, and Contact Center Manager to create the best possible resolution for the University of Miami's software challenge. This included DataLink, part of the Inova Desktop Presenter® application. DataLink displays data in color-coded tables, charts and histograms. DataLink visually alerts agents to the constant changes in their queues' through color changes based on user-defined thresholds. Desktop Presenter combines the University's Nortel and Cisco telephony metrics into one application which provides management the ability to share vital performance statistics.

The Result

Inova Solutions saw a challenge and implemented the perfect suite of products for the University of Miami. Their previous system was replaced with Desktop Presenter because it was only able to show one metric, limiting UMiami's ability to communicate vital data. Now they have the advantage of seeing all of their top metrics at the same time; including calls offered, calls handled and agent state times.

The Bottom Line

UMiami was unhappy with their software provider, so they reached out to Inova Solutions for a new desktop reporting package. The University of Miami is rolling out the proposed solution over a set period of time in various phases. This allows for targeted, trained teams to implement the new software when it's convenient for them.

UMiami also spent some time evaluating its top KPI's and deciding which factors were most important to be displayed on the desktop in order to help with their issue of abandoned calls. They now see calls offered, calls handled, and agent state times all at once. This is much more beneficial than their previous solution, which only allowed for display of one metric at a time.

UMiami is also satisfied with their new ability to set color-coded threshold messages for easier management of activity changes. Seeing the value of real-time data has helped this University tremendously.

CREATING VALUE FOR UNIVERSITIES

How other learning institutions are using Inova software:

- Donations and fundraising campaigns
 - Athletics and arts events
 - Automated messaging for contact information, directions, administrative routing, and more
 - Helplines for prospective and accepted students
 - Helpdesk service ticketing systems
 - Contacting admissions and records, financial aid, HR, student health, etc.
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Desktop Presenter combines the University's Nortel and Cisco telephony metrics into one application, which provides management the ability to share vital performance statistics.



Since 1984, Inova Solutions has been helping contact centers improve performance through the actionable use of real-time performance metrics and consolidated reporting. To learn more, visit www.inovasolutions.com or call 1.800.637.1077.