Inova Performance Tracker®
Dashboard Service

by Geomant

Customized Contact Center Dashboards

Access important real-time data from a custom-made web dashboard

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is a custom web dashboard creation service that helps call center professionals access their most important data all in one place.

View real-time metrics from your ACD, intwernal databases, and other systems in a consolidated dashboard, accessible from any web-enabled device. Colorful grids, charts and gauges graphically display your KPIs and allow for quick comprehension of complex data points. Simply click on a metric to drill-down to more detailed information, or roll-up for a high-level operational overview.

The beauty of Performance Tracker is that it gives you easy access to information that you can put to use right away to achieve your operational goals.

Customized for your Unique Needs

Instead of limiting you to a "one size fits all" dashboard, our experts take the time to understand your center's unique data needs and requirements. We craft a custom dashboard that delivers the data you need in a manner that makes the most sense for you.

We can design one or many dashboard views, depending on the needs of your center. Many clients find value in a high-level dashboard for executives, another more granular dashboard for floor managers, and even a dashboard for agents displaying their real-time individual and skill-group performance level. Each dashboard is custom designed to provide the information necessary for different groups to operate at peak efficiency.

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Powered by LightLink

At the core of the Performance Tracker system is Inova LightLink®, powerful middleware that provides an infrastructure for capturing and communicating real-time information.

LightLink connects to the systems already running in your centers, such as your ACD, internal databases, and workforce management system, and extracts just the data required to feed your key call center performance metrics. LightLink funnels the sea of data generated by your disparate systems into consolidated information that is focused, relevant and actionable.

Use the rules-based engine and thresholds in LightLink to automatically alert your team to red flags as they happen.

Built on your Intranet

We build your Performance Tracker dashboard on intranet platforms such as Microsoft® IIS, allowing you to leverage existing tools and resources.

Since your team is already familiar with the platform, you'll minimize the learning curve usually associated with implementing new tools. Designate user access levels in your intranet platform for a secure network of information.

Flexibility

Performance Tracker web dashboards are flexible, and can be displayed in several ways. Access the dashboards on your computer or project them onto LCD digital signage displays for large groups to see. Choose the display method that works best for your team.

Benefit	Explanation
Unified view of KPIsw	Dashboards combine metrics from multiple data sources and sites
Less time with reports, more time on strategic initiatives	Supervisors have instant access to important information, and can even set up threshold-based alerts to automatically identify red flags
Uses existing infrastructure	Dashboards built on Microsoft® IIS or other intranet platforms
Identify and understand behaviors behind KPIs	Drill-down views provide real-time details into why goals are missed
Visualize data	Visually-appealing charts, gauges and grids allow for quick comprehension of complex data
Customized to the individual	Role-based views defined by system usernam

About Geomant

Geomant is a well-established, innovative Systems Integrator and Software Developer, specializing in delivering amazing customer interactions. We provide tailored solutions based on our unique portfolio of cloud and software technology.

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Geomant Also Offers:

✓ In-queue & web callback

✓ Bots

✓ Multichannel chat

✓ Customer surveys

✓ SMS campaigns

✓ Voice and digital channel alignment