SYMMETRICS

nVISION info manager

Get the Complete Performance Picture

Data is not enough. To manage performance in the contact center, you need *information* — relevant data delivered when and where you need it. Symmetrics nVISION Info Manager is a complete management platform for accessing, distributing and interacting with all contact center information in a secure, web-based environment.

Web-Based Access, Management & Interaction for Contact Center Reporting & Analytics

Contact Center Solutions

Report > Analyze > Manage > Perform.

SYMMETRICS

Turn your data into information that helps managers, supervisors and agents make better decisions. The nVISION Info Manager provides a secure platform for accessing, scheduling, and sharing for better contact center performance.

A Complete Web-based Platform for Improved Performance Management in the Contact Center

Benefit from a Complete Performance Picture

Whether you're running operational reports, viewing digital dashboards, summarizing key results and targets, or drilling into call-specific details, nVISION Info Manager acts as a simple, intuitive, and central point of access to all contact center reporting and analysis information.

Functionality that Delivers Business Value

Dashboards and Scorecards *that Manage Performance*

The nVISION Info Manager provides a flexible framework to deploy custom reports, dashboards and scorecards to help better manage critical metrics affecting performance within your contact center. Quickly, easily and securely assess the current state of your operations through graphical, dynamic snapshots of relevant key performance indicators, all via the web.

Report and Analyze *Interactively*

Get the most out of your valuable data through drill-down, dynamic parameterization, automated email distribution and more — all over the web. With nVISION Info Manager's integrated reporting services, you can also securely publish, access, schedule and manage contact center reports.

Integrate *into existing IT environments*

nVISION Info Manager is built using widely accepted, industry-standard technologies, tools and data connectivity — meaning it can be integrated into almost any existing IT infrastructure.

Customize *to meet unique needs*

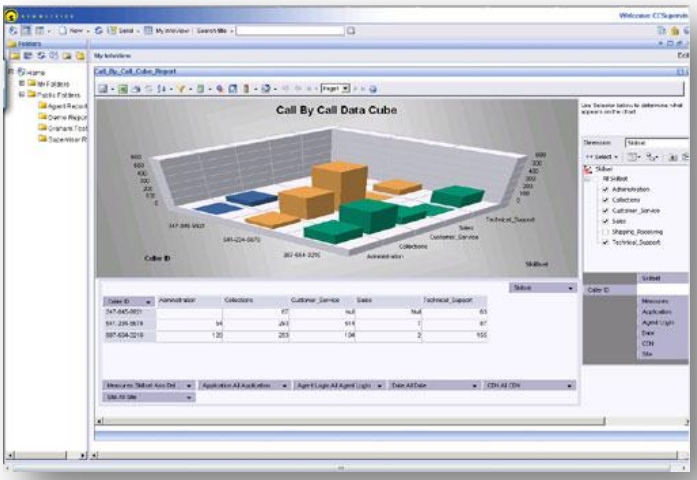
For that extra level of customization, Symmetrics' expert developers can quickly develop and implement a range of functional enhancements to meet the specific needs of your organization. Whether you require a customized user interface or digital dashboard, wireless device communication, advanced alerting functionality or other specific enhancements, the flexibility of the nVISION Info Manager application framework will meet your needs.

Scale *to meet future needs*

While nVISION Info Manager is ideal for the small to medium-sized contact center, it can easily manage the workload of the largest of operations. You can add more agents, more contact center sites, and more applications with confidence; nVISION Info Manager will scale to meet your needs.

Deploy *quickly*

With Symmetrics' QuickStart program (part of the nVISION Services offerings), we'll ensure nVISION Info Manager is quickly and cost-effectively deployed within your environment. Software installation, configuration, testing, and administration training is included to ensure a turnkey solution.



Powerful web-based reporting, including drill-down, OLAP, exporting and more.

nVision
performance management
for the contact center

nVISION Data Mart

nVISION Reports

nVISION Info Manager

nVISION Services

nVISION Info Manager is a core component of Symmetrics' nVISION Contact Center Performance Management Suite, a complete business intelligence platform for reporting and analysis in modern contact centers.

Profit from Your Contact Center Data

As a stand-alone solution, nVISION Info Manager allows you to capitalize on the data within your contact center by turning it into information you can use to make better decisions, take action and optimize performance. Beef up your ROI further by integrating with **nVISION Data Mart** and **nVISION Reports** for a complete, 360-degree view of all call center operations.

- **Increase revenues** by improving customer satisfaction. nVISION will provide insight into what drives your customer satisfaction by ensuring you can easily track and manage call times, hold times, product/service complaints, service levels and any other metrics associated with customer satisfaction.

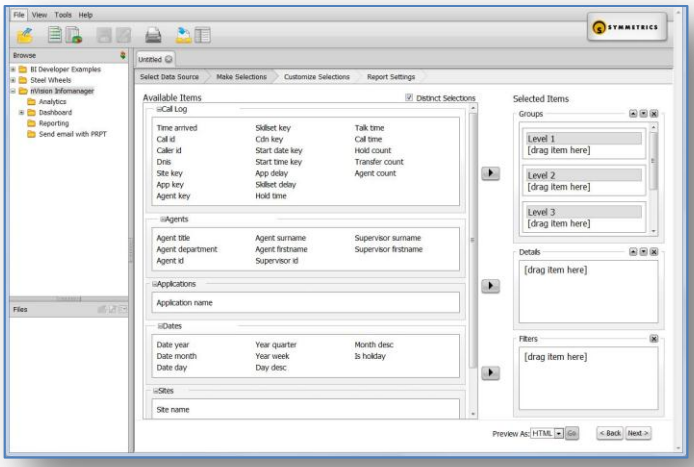
- **Accelerate time-to-resolution** by more easily identifying barriers to exceptional customer service. Monitor trends such as time to resolution by channel, by agent, by product/skillset, time period and more.

- **Reduce costs** through the automation of resource-intensive and time-consuming manual data collection, reporting and analysis. No more confusing clusters of spreadsheets to manage!

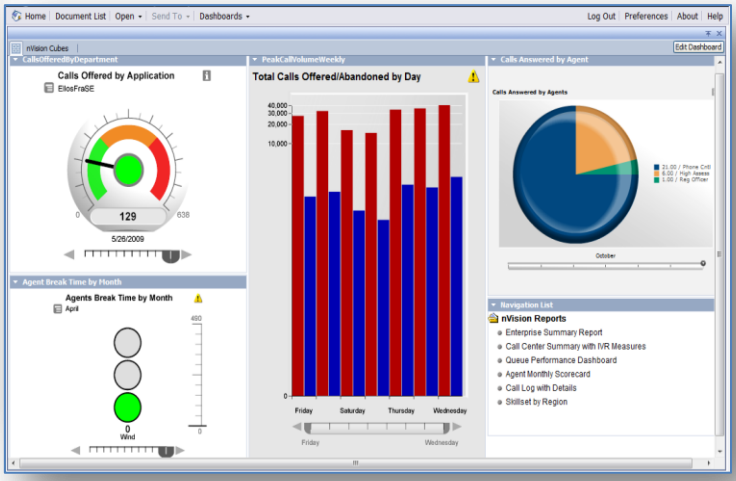
- **Maximize agent performance** by more effectively assessing key agent metrics, establishing goals, structuring incentives, optimizing skillsets and aligning schedules.

- **Optimize workforce scheduling** through deeper insight into call volume trends and timing, so you can intelligently allocate resources to meet shifting demands and changing market conditions.

- **Measure progress towards your goals** by assessing performance relative to strategic enterprise objectives. Easily, quickly and securely communicate valuable business insight to key stakeholders throughout the entire organization.



Create custom ad hoc reports through an intuitive, drag-and-drop interface



A flexible development environment enables custom-built digital dashboards to be deployed.

nVISION
performance management
for the contact center

Feature Overview

Symmetrics nVISION Info Manager

- Zero-client, web-based architecture
- Intuitive, drag-and-drop ad hoc query & reporting wizard: get exactly the data you need from as many sources
- Multidimensional (OLAP) analysis: drill into data to answer specific questions and format data to meet personalized requirements.
- Report format exporting to PDF, Word, Excel, and other formats
- Flexible report scheduling with automated time, event, and calendar-based report processing
- Dynamic report parameterization on any field in any report
- Multiple-report instance support (to view past report runs)
- Flexible folder and report management to organize, categorize and access structured reports
- Complete user, group, and report-level security models, with support for third-party security entitlement databases like LDAP, Kerberos, Netegrity Siteminder, and Windows NT/Active Directory
- Open database access via any industry standard database source or application, including Symmetrics' own nVISION Data Mart
- Publish reports to the web with a single URL for instant, secure report access, viewing and interaction
- Distribute reports via email, or publish them to FTP sites, network file folders or locations
- Centralized management console for system management, deployment, and configuration
- Mobile BI to deliver content to/on any wireless device, so users can be notified when a new report has been scheduled or modified or be alerted when key metrics hit a specified threshold.

nVISION Info Manager: Available in Two Editions

Enterprise Edition nVISION Info Manager Enterprise Edition provides a complete management solution that enables the secure sharing, scheduling, and delivery of interactive reports, dashboards and scorecards over the Web, in e-mail, and in Microsoft Office documents. It empowers contact center executives, supervisors and agents to view, print and share more compelling reports – and make better decisions.

Crystal Reports/Business Objects Edition For those contact centers that want to leverage or expand on existing Crystal Reports and/or Business Objects applications and content, this Info Manager edition delivers all the critical functionality that our Enterprise edition does, and capabilities for ad-hoc, on-demand and interactive multidimensional analysis via optional web-based OLAP (Online Analytical Processing).

Requirements for nVISION Info Manager Server:
(Standard and Advanced)

- P3 700MHz or better
- 2Gb RAM minimum
- 3Gb free disk space
- Microsoft Windows 2000 or 2003 Server
- Web Server (IIS, Tomcat, WebLogic or WebSphere)
- Web Browser (MS IE, Firefox or Google Chrome)

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