

Right-Sized Solutions for Any Contact Center: nVISION On Demand & nVISION Suite



Powerful SaaS business intelligence for growing contact centers, with no software or hardware required

Every contact center needs good reporting and analysis, but some don't yet have the budget, IT infrastructure or personnel to implement a full-featured, on-premise solution. Symmetrics' **nVISION On Demand** is an online Software-as-a-Service (SaaS) business intelligence solution that helps you quickly merge data from virtually any contact center system, then create meaningful reports and dashboards to share and make better decisions — all without installing a single byte of code.

- **No hardware or software required:** Because nVISION On Demand runs in the cloud, all you need is a web browser and an internet connection to begin analyzing your contact center data right now. And software updates are automatic and hassle-free.
- **Secure cloud-based computing:** Hosted on the same web-based infrastructure used by such giants as Amazon, IBM, and Oracle, nVISION On Demand keeps your contact center data and content safe while giving you trouble-free access to high-performance reporting & analysis software.
- **Quick data consolidation:** Say goodbye to the tedious task of manually cutting and pasting data into spreadsheets. Simply upload your data sets into nVISION On Demand, and relationships between measures are defined automatically to create a virtual data mart that can be updated as needed.
- **Ease of use:** nVISION On Demand is designed for contact center staff of all IT skill levels — from front-line agents to back-office data jockeys — to build and interact with analytical reports and dashboards with a minimum of training.
- **Ask questions, get answers:** Through its unique, plain-language interface, nVISION On Demand users can not only create complex queries against data from several systems, but can also choose from a variety of graphical to display results, see trends and anomalies, and drill into the data for deeper detail.
- **Sharing & collaboration:** Worried about willy-nilly e-mailing of sensitive call center data in spreadsheets? With nVISION On Demand, users share, collaborate and communicate in a secure environment without ever hitting the "Export to" button.
- **Flexible pricing:** With nVISION On Demand's subscription-based pricing model, growing contact centers can start small and think big without worrying about up-front hardware and software purchases. Packages start as low as \$99 per month/user.



A complete, on-premise reporting and analysis solution for medium and large contact centers

The modern contact center is an ever-evolving, multi-vendor assembly of different systems and applications that track and measure many dimensions of the customer experience. Symmetrics' flagship **nVISION Contact Center Performance Management Suite** is a complete on-premise business intelligence platform for reporting and analysis in medium and large contact centers with complex needs. It consists of three modules that can be deployed independently or together:

- **nVISION Data Mart** consolidates data from multiple data sources (ACD, IVR, WFM, CRM, CTI, etc), mixed versions of these systems, and/or multiple contact centers into a data warehouse optimized for reporting and analytics. The nVISION Data Mart has pre-built, ready-to-deploy integration support for leading contact center applications such as Avaya Aura, Avaya CMS, Avaya NES, Cisco UCC, Siemens HiPath/OpenScape, and popular workforce management applications from Aspect, Verint, and NICE.
- **nVISION Info Manager** provides a secure, web-based platform to access, schedule, manage and interact with all your call center analysis content. And with its intuitive, drag-and-drop ad hoc query & reporting wizard, you get exactly the data you need from any of the systems, applications and data sources in your contact center.
- **nVISION Reports** makes call center data into meaningful information through a library of over 100 standard and customizable reports, scorecards and dashboards.

Symmetrics nVISION Suite's modular design means you can deploy the component you need today with the confidence that your contact center has the foundation of a complete business intelligence platform as your needs evolve.

Whether you choose nVISION On Demand or nVISION Suite (or both), you can always count on Symmetrics' nVISION Services team. With hundreds of contact center implementations under their belts, our staff leverage Symmetrics' 15 years of experience in contact center analytics to rapidly deploy and customize your nVISION implementation. Whether you roll up your sleeves to build your contact center's first data mart with nVISION On Demand, or are planning a multi-site, multi-system architecture with nVISION Suite, we have the right level of support for you.

