NICE inContact CXone
Performance Management Pro
Improve agent performance and empower your supervisors with a simple, easy to use solution

With transparent, actionable data, and easy goal setting, NICE inContact CXone Performance Management (PM) Pro enables you to motivate agent performance and maximize supervisor time. PM Pro allows supervisors to set specific KPI goals and track coaching efforts, and dynamic dashboards give both agents and leaders immediate insight into progress against targets.

As a unified component of the CXone platform, the simple set up of PM Pro enables quick insights within centralized dashboards across all contact center applications. Actionable, instantaneous performance insights result in more proactive and engaged agents, and impactful supervisors with more time to focus on driving business results.

Give your agents a front row seat to their performance

Dynamic dashboards and gamification pursuits arm your agents with fast and meaningful KPI goals, progress insights, and incentives, empowering proactive behavior change.

– Enable agents to impact KPI outcomes with dynamic widgets that provide continuous performance insights.

– Increase agent confidence in a fair and balanced performance program with tangible objectives and defined goals set across the team.

– Boost engagement with gamification pursuits that motivate agents to meet and exceed defined KPI goals, awarding badges for successful completion.

BENEFITS

- Get happier agents with visibility to real-time performance data and gamification pursuits.

- Increase efficiency with consumable and actionable data.

- Level the playing field with transparent goals.

- Enable sustainable coaching efforts with tools to document and execute personalized, KPI-based coaching.

- Improve customer experience by connecting individual behaviors and business outcomes.
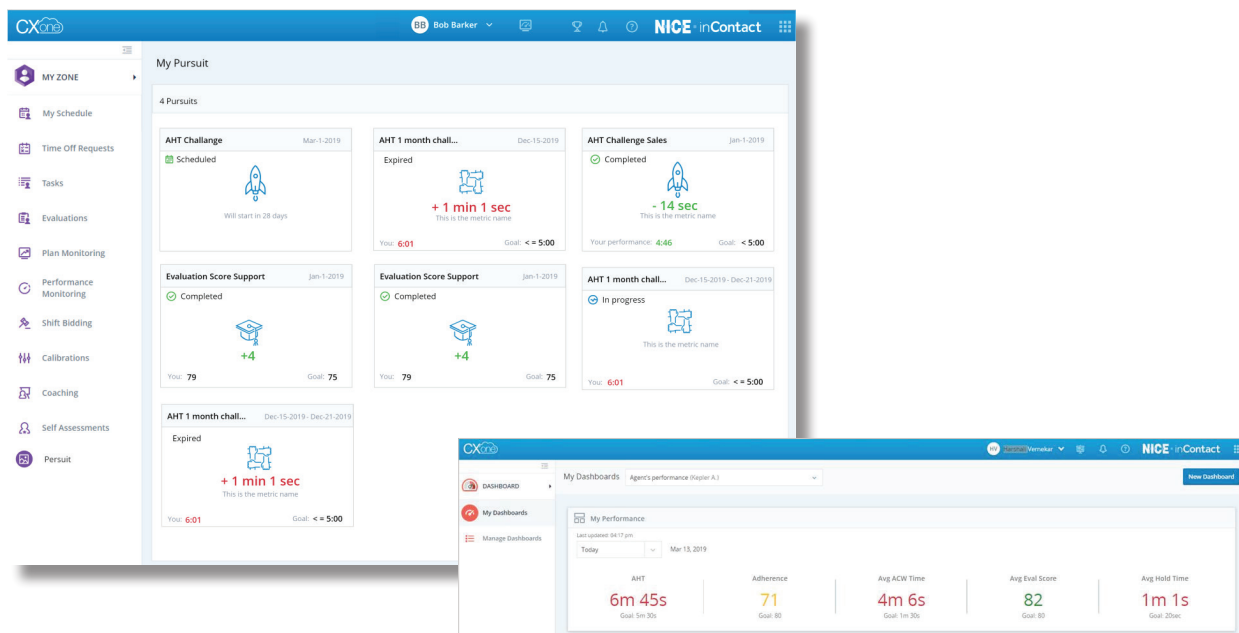
Save time and simplify supervisors' lives

Customizable widgets and easy goal setting and coaching tools free time for supervisors to do what they were hired for – develop agents and drive business results.

– Use the time currently spent combing data for consumable insights and informing the front-line to focus on the agents and KPIs that will really move the needle.

– Enable sustainable coaching efforts with one-on-one coaching tools that provide a mechanism to prepare, document and track the execution of personalized agent coaching sessions, ensuring consistency and follow-through, and making coaching efforts more meaningful, results-driven and robust.

– Goal Manager provides easy set up and administration to create KPI goals on global and team level.

– Assess areas of opportunity and the effectiveness of interventional coaching efforts with Performance Trend widgets.

– Eliminate bottlenecks with permission-based roles that provide the ability to create and change goals and dashboards without IT support.

Report on 'one view of the truth'

Use KPI-rich dashboards for continuous contact center performance improvement and to communicate success to business leaders.

– Unified interface within the CXone suite provides an intuitive, all-in-one solution and a single view of performance for ACD and WFO data.

– Quickly report KPI status and trends to leadership with consolidated updates generated with the click of a button.

– Align behind common goals with the easy ability to share performance dashboards throughout the organization.
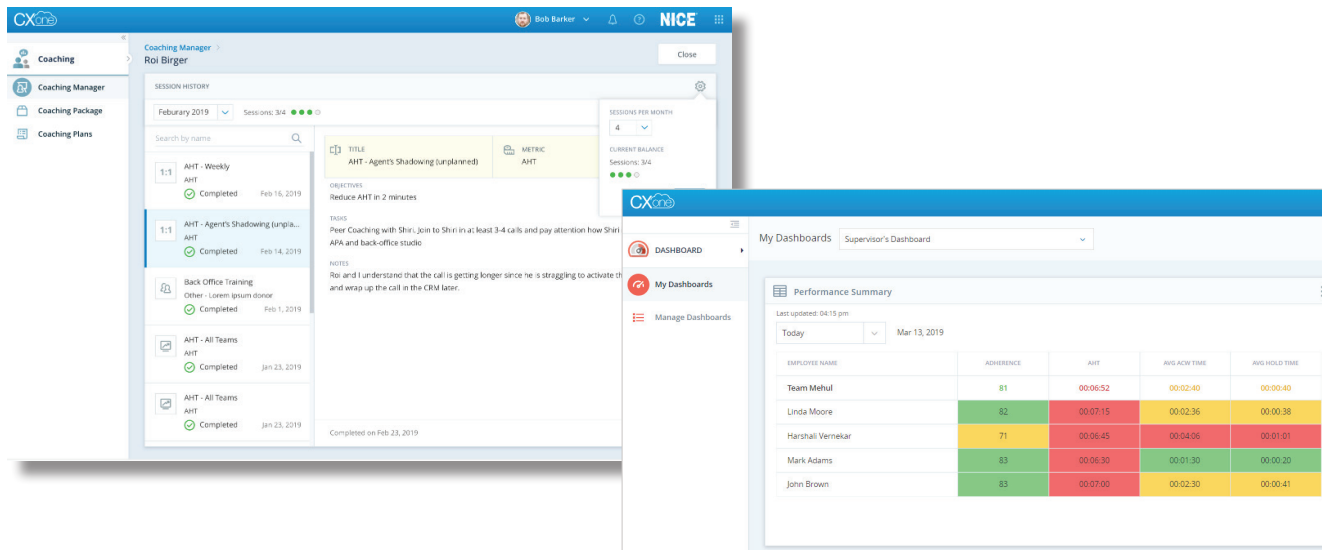
About NICE inContact

NICE inContact is the cloud contact center software leader, empowering organizations to provide exceptional customer experiences with the world's #1 cloud customer experience platform, NICE inContact CXone™. CXone combines best-in-class Omnichannel Routing, Workforce Optimization, Analytics, Automation and Artificial Intelligence on an Open Cloud Foundation.

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