inView™ Performance Management for CXone

Inspire employees to improve performance and align with your customer experience goals

CXone

inView™ Performance Management for CXone inspires employees to own performance and align with organizational goals by providing transparency and continuous feedback in a social environment. Report on "one view of the truth" via customizable KPIs and dashboards aggregated from disparate sources to drive continuous improvement and a high-performance culture. Elevate agent performance with real-time, personalized insights, provide a creative outlet through engaging gamification, avatars and wallboards, and motivate with prizes in a customizable virtual storefront. Increase supervisor efficiency and enable focus on high-value activities by automatically creating and sharing performance scorecards. Improve the customer experience by uniting the organization behind transparent CX goals.

Inspire agent improvement

Performance transparency helps agents see where they can improve. Gamification makes positive behavioral change fun and interactive.

- **Reduce supervisor workload**. Instant updates and visibility to agent scorecards means less time informing agents and more time coaching to move the needle.
- **Gamify to elevate performance**. Use gamification methodologies to encourage desired agent behaviors and performance.
- **Boost agent engagement**. More engaged agents means less turnover and higher customer satisfaction.

BENEFITS

- Make supervisors' lives easier, and agents' jobs more fun.
- Create a collaborative and social work environment.
- Increase agent productivity.
- Drive awareness and accountability with performance transparency.
- Create enterprise-wide visibility.
- Seamlessly integrate with CRM systems to save time and decrease margin for error.
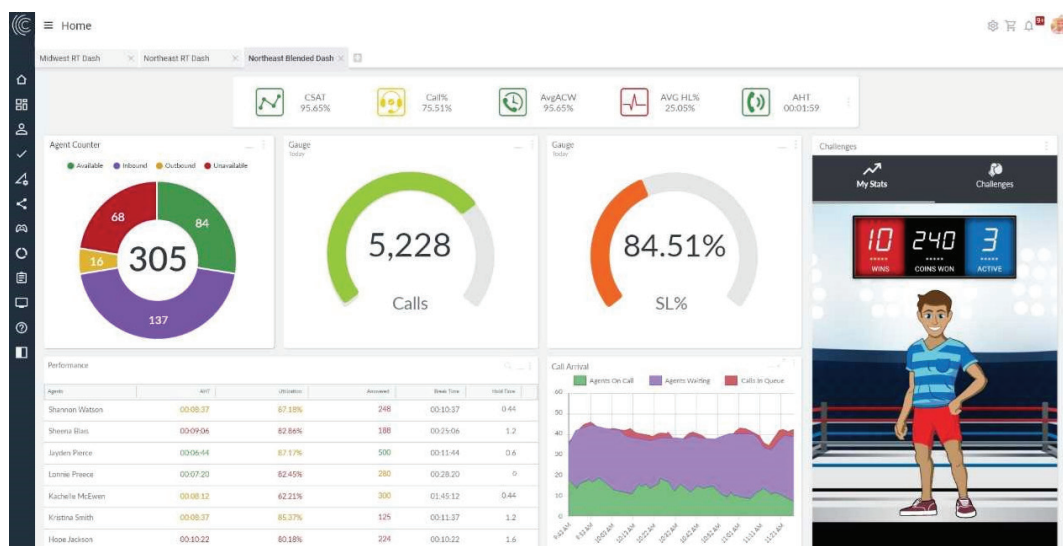
Dashboards quantify performance at the individual, team, group, and organization levels.

Reach goals together
Maximize everyone's contribution to success by aligning performance goals, promoting collaboration, and holding everyone accountable for performance.

- **Achieve business goals**. Set performance goals that align and support those of the business.
- **Create a social working environment**. Make your contact center a great place to work where agents can thrive and grow.
- **Drive accountability**. Provide transparency into performance at all organizational levels to make everyone more aware and accountable to results.

Maximize training ROI
Identify individual training needs and quantify results to measure and improve your training program.

- **Invest in effective training**. Analyze before and after performance to create a cost/benefit analysis for training efforts.

- **Focus on high-return activities**. Give agents specific coaching by identifying unique development needs of individuals.

Create one view of the truth
Aggregate data from disparate data sources into a holistic, consolidated view creating one source for standardized metrics across the organization.

- **Act with decisiveness**. Have confidence in your decisions knowing you have an accurate and complete view of performance.
- **Increase trust**. Consistent insights increase employee confidence that everyone is being evaluated equitably.
- **Balance CX and OPEX**. Improve customer satisfaction while holding the line on operational expenses.
- **Broaden your perspective**. Expand productivity-based reporting beyond ACD stats by merging data from CRM and other business systems.

KEY FEATURES
- Customizable real-time and historical dashboards
- Customizable, attractive wallboards
- Interactive gamification
- Drillable data hierarchies
- Pre-built data integrations
- Employee surveys
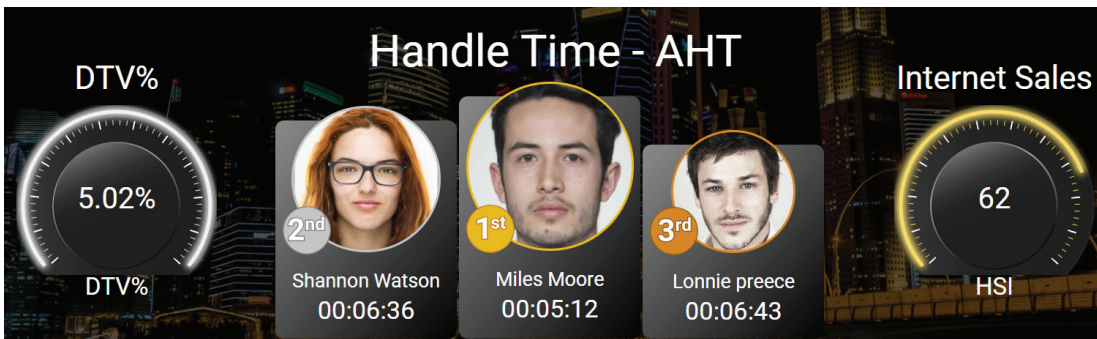
Dynamic, customizable leaderboards create a social, competitive environment