

Performance Management

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

CXone Performance Management 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.

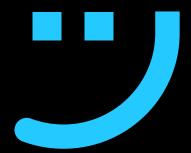
REACH GOALS TOGETHER

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.

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.





Talk to a specialist

> Contact us

Learn more

KEY FEATURES

- Customizable real-time and historical dashboards.
- Customizable, attractive wallboards.
- Interactive gamification.
- Drillable data hierarchies.
- Prebuilt data integrations.
- Employee surveys.

Performance Dashboard

								8	r 0 " 🧃
Midwest RT Dash 🛛 🖂	Northeast RT Dash ×	Northeast Blended Dash	× D						
		CSAT 95.65%	• •	Call% 75.51%	AvgACW 95.65%	AVG HL% 25.05%	() AHT 00:01:59		
Agent Counter		i Gauge			Gauge		- i Challenges		1
Available Inbour	nd 🙁 Outbound 🔮 Unavailabl	•						~~ 🕫	14
								ty Stats Challenge	25
68	84								
			5,2	28		84.51%		10 240 3	
16	305 📃		5,2	20		04.5170			1.2.2
							/ 2 -	WINS COINS WON ACTIVE	
			Cal	lls		SL%			
	137		Cal	lls		SL%			
			Cal	lls					
Performance			Cal	lls	S = 1 Gill Art	tval			
Performance	137	Utrator	Annual	Bain Tene -	Held Terry	tival	alit in Queur		
Performance Nerret Shannon Watson	137 407 (000637	67.18%	Arrested 248	Red Tex 00:10:37	Held Taxe 60 0.44 50	tval			
Performance Agent Shannon Watson Shenra Elas	137 (0005.77 (000706	67.18% 62.86%	Arrowad 248 188	Red Tex 00:10:37 00:25:06	Hold Fires 60 0.44 50 1.2 40	tval			
Performance Agent Bitunnon Watson Shenna Elas Layeten Pierce	137 6008:37 0009:06 0006:44	67.18% 82.86% 87.17%	4mment 248 188 500	Rest Tex 00:10:37 00:25:06 00:11:44	Held Time 60 0.44 50 1.2 40 0.6 30	tval	shi Ger		
Performance Rent Shannin Watson Sheena Elais Layden Parce Lonnie Prece	137 	67.18% 82.86% 87.17% 82.45%	4mment 248 188 500 280	Red: Tex 00:10:37 00:25:06 00:11:44 00:28:20	Head Time 60 0.44 50 1.2 40 0.6 30 0 20	tval			
Renformance Renformance Sharran Watton Sharran Katton Lorne Precet Kachela McEven	137 60657 00966 00964 009720 009012	87.19% 82.86% 87.17% 82.45% 62.21%	Ammend 248 108 500 280 300	Red: Tex 00:10:37 00:25:06 00:11:44 00:28:20 01:45:12	Hold Fire 60 0.44 50 1.2 40 0.6 30 0. 20 0.44 10	tval			
Performance Rent Shannin Watson Sheena Elais Layden Parce Lonnie Prece	137 	67.18% 82.86% 87.17% 82.45%	4mment 248 188 500 280	Red: Tex 00:10:37 00:25:06 00:11:44 00:28:20	Hall free 60 0.44 50 1.2 40 0.6 50 0 30 0.44 10 1.2 0	tval			

Dashboards quantify performance at the individual, team, group, and organization levels.

Leaderboard



Dynamic, customizable leaderboards create a social, competitive environment

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 productivitybased reporting beyond ACD stats by merging data from CRM and other business systems.

About NICE

With NICE (Nasdaq: NICE), it's never been easier for organizations of all sizes around the globe to create extraordinary customer experiences while meeting key business metrics. Featuring the world's #1 cloud native customer experience platform, CXone, NICE is a worldwide leader in AI-powered self-service and agent-assisted CX software for the contact center – and beyond. Over 25,000 organizations in more than 150 countries, including over 85 of the Fortune 100 companies, partner with NICE to transform– and elevate–every customer interaction.

www.nice.com

Waterfront Corporate Center III 221 River St, 10th & 11th Floors Hoboken, New Jersey 07030



> Visit nice.com

>

Contact us www.nice.com/contact-us

Copyright © 2022, NICE Ltd. All rights reserved.

