

inView™ Performance Management for CXone

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



inView™ Performance Management for CXone inspires employees to both improve their performance and align with your organization's goals by providing transparency and continuous feedback within a social, web-based environment. The product incorporates KPIs, dashboards, gamification, collaboration, and learning management to create a culture of high performance and engagement.

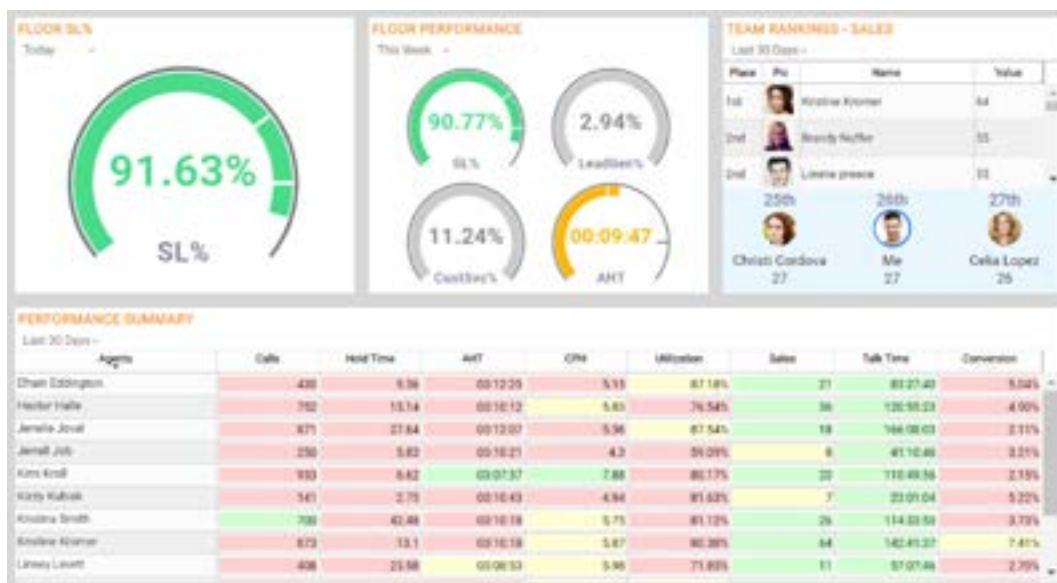
Inspire employees to improve

Motivate your employees to improve their performance with direct, continuous feedback on where they stand relative to their goals and specific areas to focus on for improvement. Make behavioral changes more comfortable and enjoyable by using gamification techniques to encourage and reward desired actions. Reduce the time supervisors spend monitoring and managing performance and let them focus on other high-value activities.

- Motivate agents with real-time performance feedback and meaningful comparisons to their team, group, or the entire organization.
- Utilize gamification methodologies to encourage engagement and drive desired outcomes.

BENEFITS

- Decrease supervisor workload while improving agent performance.
- Increase agent engagement, resulting in lower turnover and higher customer satisfaction.
- Create a social working environment that helps agents thrive.
- Drive awareness and accountability with performance transparency.
- Invest in training that's proven to work and creates a hard return.
- Improve coaching effectiveness by identifying individual development needs.



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

Reach goals together

Create informative dashboards for all levels of your organization including agents, managers, and executives. Maximize everyone's contribution to success by aligning performance goals, promoting collaboration, and increasing accountability.

- Set performance goals that align and support your business.
- Create a social environment that fosters teamwork and collaboration.
- Provide transparency into performance at the individual, team, group, and organization levels.

Maximize training ROI

Training has the highest return on investment when it targets exactly the skills that need improvement. With inView Performance Management for CXone, you can easily identify individual training requirements and quantify results to measure and improve your training programs.

- Analyze before and after performance to create a cost/benefit analysis for training efforts.
- Offer agents the specific help they need to improve.

Create a single source of truth

It's frustrating when metrics from different systems don't match, especially when it affects your ability to make sound decisions. In addition, pulling information from multiple sources is tedious and slows down the entire process. inView Performance Management for CXone intelligently combines data from other systems, such as your CRM, onto a single platform for easy and consistent analysis, reporting, and sharing.

- Create a single view of the truth with standardized metrics aggregated across multiple sources.
- Expand metric reporting beyond productivity-based ACD statistics with data from your CRM and other business systems.

KEY FEATURES

- Customizable dashboards combine real-time and historical information using an extensive collection of built in visualizations and formats.
- Gamification with easy to create rules that keep challenges and achievements fun, exciting, and fresh.
- Drillable data hierarchies supporting the high-level information needs of executives down to detailed information for individuals.
- Messaging, announcements, and work aids that promote collaboration, keep everyone informed, and foster consistent communications.
- Coaching and learning management with customizable forms and automated actions, workflows, and tracking.
- Employee surveys for quantifying and tracking employee engagement and satisfaction.
- Customizable wallboards to keep everyone inspired, informed, and working in the same direction.
- Pre-built integrations with popular systems like Salesforce CRM.



Dynamic, customizable leaderboards create a social, competitive environment

About NICE inContact

NICE inContact makes it easy and affordable for organizations around the globe to create stand-out customer experiences while meeting key business metrics. NICE inContact provides the world's No. 1 cloud customer experience platform, NICE inContact CXone™, built on an open cloud foundation that is flexible, scalable and reliable for enterprise, small business, government and business process outsourcers. NICE inContact is a part of NICE (Nasdaq: NICE), the worldwide leading provider of both cloud and on-premises enterprise software solutions.

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