

inContact® inView™ Performance Management

Align performance and improve collaboration across your business

Cloud performance dashboards

Deliver real-time data and business intelligence across your customer service operations. inContact inView is a revolutionary, performance management solution specifically built for customer contact centers. inView drives successful execution by aggregating performance data from multiple systems and acting on the data with proven business improvement processes. inView increases accountability and creates a culture of continuous improvement essential to reaching your business objectives.

inView is specifically developed to meet the specific needs of front-line sales and service activities. inView improves management, supervisor, and agent efficiency and effectiveness in their jobs by delivering real-time, personalized performance data while automating critical managerial activities.

BY PROVIDING REAL-TIME VISIBILITY INTO AGENT LEVEL ACTIVITIES, INVIEW:



Drives greater executive visibility and impact



Enhances supervisor effectiveness and efficiency



Increases front line employee productivity and proficiency

KEY FEATURES

- **Real-time performance dashboards** pre-integrated with the inContact Customer Interaction Cloud
- **Drive increased visibility** by integrating all of your contact center systems into one consolidated view for performance management
- **Enhanced effectiveness** and efficiency for managers and supervisors
- **Increased productivity** and proficiency for front-line employees
- **Fully integrated** with Salesforce and SpiceCSM

BRING ALL OF YOUR BUSINESS METRICS IN VIEW

inView aggregates and consolidates your businesses KPIs into a single solution. With real-time, personalized performance data you can identify correlations easily across data sets, take action with proactive notifications, foster empowerment with customized dashboards and reduce operating costs through maximum visibility.

BENEFITS



Performance

Measure the performance of each agent, coach, manager, site and project. Track emails, chats, tweets, tickets and calls using the multi-channel performance dashboard. There are no limitations on KPI measurements, including the ability to create global performance scores using weighted KPIs for a unified performance score.



Flexibility and Speed

inView moves at the speed of your business. Utilize a suite of customizable reporting modules that can be built and modified on the fly with a user friendly dashboard toolkit. You'll get immediate visibility into each area of opportunity and be able to quickly measure an individual's development and effectiveness.



Transparency

Get real-time tracking, trending and reporting on agent, team and project quality metrics. With this level of detail, you can quickly identify best practices, potential concerns and process improvements. Give agents real-time incentive tracking so they can track their own performance.

INVIEW WILL:

Revolutionize your business by offering fully integrated solutions to allow insight into the heart of your operations

Customize views by organizational hierarchy to align to business objectives

Maximize your business potential by creating more efficient and productive workflows