

NICE PERFORMANCE MANAGEMENT: COMPREHENSIVE COACHING CAPABILITIES

Make experiences *flow*

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.



NICE PERFORMANCE MANAGEMENT: COMPREHENSIVE COACHING CAPABILITIES

Coaching can be a fast, high-impact tool for aligning employee behavior with organizational goals, improving their performance and increasing their motivation. Individual employees, teams and operations in nearly every industry are being regularly guided and positively influenced by coaching and development activities – when they are done right.

NICE Performance Management (NPM) coaching features encompass a comprehensive set of robust capabilities designed for deep employee and supervisor behavior change. This includes the flexibility to support any or all of the following proactive, personalized and comprehensive coaching initiatives:



Performance-Based Coaching

Driving coaching activities and programs on the basis of KPIs, metrics, and personal goals, at both the individual and team level. This proactive and objective-oriented approach anticipates where focus may be needed, instead of only reacting to point-in-time interactions or transactions.



Closed-Loop Coaching

Ensuring end-to-end follow-through and accountability for employees and supervisors at all steps of the coaching process, from preparation to conversations, follow-up tasks and actions.



Coaching Impact Measurement

Reporting and analytics that assess coaching effectiveness, identifying opportunities to refine the process and improve the skills of specific coaches.



'Data and Behavior' Methodology

Melding data on KPIs, metrics and observed behaviors at the individual and team level, in order to identify the root causes underpinning multiple performance metrics.

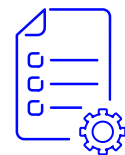


Employee Engagement

Enrichment of coaching capabilities with tools for driving employee engagement and motivation, reinforcing and amplifying the positive cultural impact of coaching activities.

NEXT-GENERATION COACHING WITH OUT-OF-THE-BOX SIMPLICITY

NPM includes a Starter Kit, a pre-built module for quickly deploying market-leading coaching capabilities for rapid ROI



Coaching Forms & Workflow

A collection of pre-defined coaching forms for both employees and supervisors, covering each stage of a multi-step coaching program. A pre-configured coaching workflow engine drives the closed-loop process.



Personalized Dashboards

Consolidated views of coaching activities, tasks and related calls-to-action according to employee, supervisor or manager roles. (This complements role-based KPI and performance metrics dashboards.)



Coaching Effectiveness

Reports for monitoring coaching activities (such as the number of sessions, minutes coached, open tasks, topics discussed, etc.), as well as measuring their impact on KPIs and program adoption.



Coaching Alerts

Automatic notifications for both employees and supervisors to inform them of coaching process status updates and open tasks.



Best Practices Library

Organized coaching and employee development resources that a supervisor or manager can easily incorporate into their own programs or assign to employees as self-directed tasks.



Self-Service Reporting

Easily accessed lists and searches to review past coaching sessions, open coaching tasks, and other specific coaching activities.

ADVANCED COACHING OPTIONS

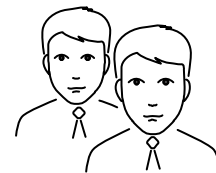
NPM includes a robust advanced toolset for customers to deploy user-defined forms and workflows, as well as to align NPM coaching with their unique organizational needs, for greater performance impact.

New Pre-Built Coaching Models – NPM now provides several additional out-of-the-box coaching models, leveraging the same best-of-breed Forms & Workflow as the market-leading Next Generation Coaching module:



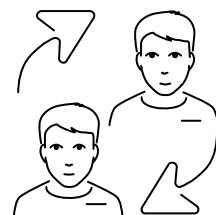
Group Coaching

(i.e., one-to-many coaching and training)



1:1 Coaching

(i.e., manager coaching an individual agent)



Coaching the Coach

(i.e., manager-to-supervisor coaching)



Advanced Configuration

Toolset The coaching Forms & Workflow of all coaching models in NPM allow for broad, user-defined configuration. This includes, for example, modification of forms to automatically integrate omni-channel recording or multi-media content, and workflows incorporating additional user-defined stages, milestones or objectives.



Coaching Prioritization

Automatically prioritize coaching activities based on NPM's employee segmentation capability. Top coaching opportunities are identified according to the expected ROI of time and effort, as determined by relative metrics (i.e., percentile scores) across multiple KPIs.



Advanced Reporting & Analytics

NPM's new BI Reporting engine, with easily generated ad-hoc reports and more sophisticated visualizations, provides greater insight into correlations between coaching, employee performance, supervisor capabilities and performance impacts.

EMPLOYEE ENGAGEMENT OPTIONS

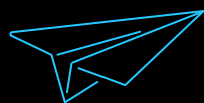


NPM's coaching features can be customized to seamlessly integrate any or all of NPM's market-leading Employee Engagement capabilities, including Adaptive WFO.



KNOWLEDGE TRIVIA

Enhance the impact of coaching by incorporating NICE's multi-media eLearning feature, whereby employees can be trained and quizzed on new material, enabling self-guided and responsive employee development.



GAMIFICATION

Connect gamification quests, contests and awards with coaching activities for increased motivation (e.g., create a "Coaching Ninja" badge for supervisors who meet user-defined coaching impact KPIs).



POINTS & MARKETPLACE

Assign gamification points for milestones achieved within coaching workflows that can be traded for realworld rewards, such as scheduling preferences or small accessories, in the NPM Marketplace.

THE NPM IMPACT ON EMPLOYEE COACHING



Accountability

Employees stay on task with coaching-related steps; supervisors maintain their focus on the results; and managers gain insight into supervisory effectiveness across teams.

Consistency

Processes are consistent across individuals and teams; best practices sourced from top performance across teams increase performance consistency; and reporting and analytics on coaching provide insights with consistent KPI and behavior metrics.

Transformation

Employee behavior and KPIs are quickly and sustainably improved with effective coaching; cultural change is thus effected at all levels (employee, supervisor, manager); and coaching tools are integrated within a framework of rich employee engagement functionality.