NICE · CXone

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.
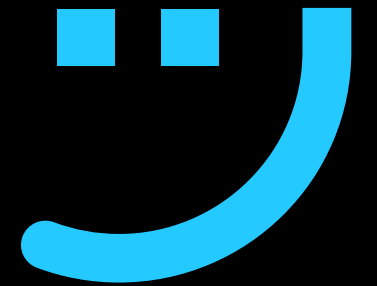
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> Talk to a specialist
1-866-965-7227

> Contact us

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.

KEY FEATURES

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

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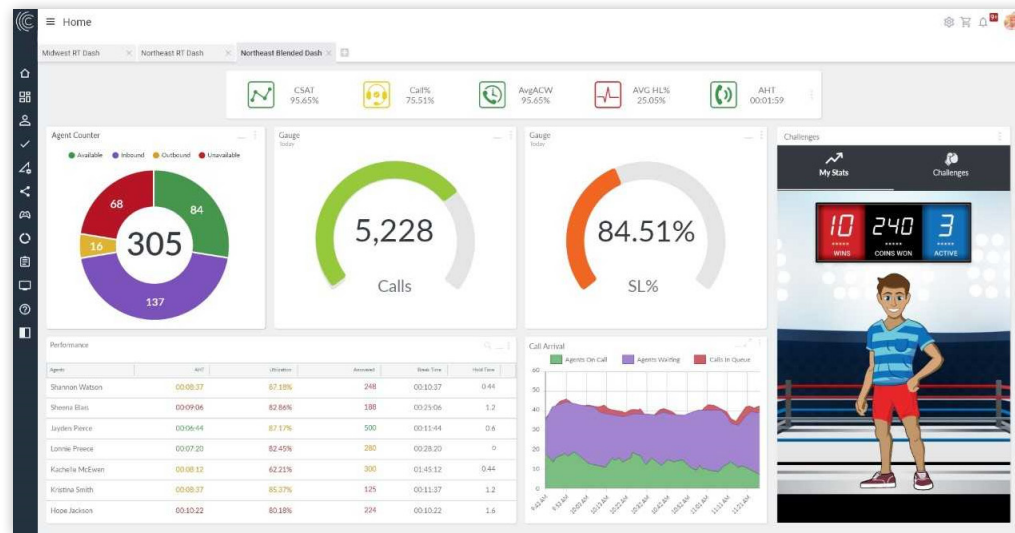
Dashboards quantify performance at the individual, team, group, and organization levels.

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 productivity-based 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.

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