NICE Performance Management and Desktop Analytics
For the Back Office
NICE

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Greater visibility into how employees are spending their time—no matter where they are—empowers managers, employees and teams to achieve their potential.

Organizations seeking to efficiently deliver exceptional customer experience recognize the need for full visibility into their productivity performance and operations.

Managers need comprehensive visibility to compare and contrast across teams and individuals, in order to focus their attention on helping the employees who need it most and provide them highly targeted guidance. For employees, enhanced visibility empowers them with a clear understanding of their successes and challenges.

Operations teams leverage visibility to promote team progress, based on accurate monitoring of application use, technical difficulties, and work parameters.

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In the Back Office

In the Back Office

For 56% of business operations executives, according to a recent OVUM study, obtaining effective visibility into performance in the back office is at the top of their list of priorities. This data comes as no surprise as organizations, no matter the industry, are realizing the importance of accurate performance metrics and effective analysis in driving exceptional customer experience.

Of course, customers don't distinguish between the front office and the back office; rather, they see them—correctly—as a single entity supporting their entire journey. But in terms of their daily activities, back and front office employees do very different things. Front office agents log into their ACD and spend the bulk of their day taking or making phone calls, while back office employees spend the majority of their time on desktop applications. These distinctions lead to different kinds of challenges in measuring and driving performance.

According to a recent analysis, the average gap between expected and actual back office productivity was 24 percent. The study covered 40 NICE customers across multiple industries and showed that each employee was spending roughly 115 minutes of scheduled work time unproductively every day.

That gap represents a huge opportunity cost. In order to get a handle on it, organizations need a level of visibility into back office desktop and process activity which isn't always there.

In the wake of the Covid-19 global pandemic, with entire offices suddenly working from home, the ability of organizations to measure the success of their employees was further compromised. A lack of clarity regarding what behaviors or issues are impacting performance is at the heart of most of the difficulties encountered in a remote workforce, frustrating employees and managers alike. As the months of the pandemic dragged on, a fundamental shift took place in the market. Going forward, much greater workplace flexibility, including working from home, will continue to be the norm for many—increasing the need for responsive, intelligent solutions for driving back office performance.

No matter where employees are located, the same two fundamental questions will always need to be addressed:

- *Who is working and who isn't (or who is doing the right thing and who is doing the thing right)?*
- *How can employee performance and engagement be improved?*

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Desktop Analytics

NICE Performance Manager (NPM)

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Desktop Analytics

Desktop Analytics captures employee desktop activity and categorizes it as productive, non-productive, idle, nonwork related, or PC-locked.

The application also uses data from the desktop to measure the time each employee takes to complete designated tasks or processes. With this information, organizations can measure an employee's schedule compliance and proficiencies, as well as establish realistic time standards and performance expectations.

NICE Performance Manager (NPM)

NPM uses powerful analytics to draw insights from individual metrics, such as desktop activity, creating comprehensive and focused KPI goals for each employee. It is the only comprehensive, adaptive workforce management solution focused on individual employees, personalizing engagement and performance improvement strategies.

The solution's adaptive personalization takes each employee's preferences and historical results into account, tailoring self-directed tasks and pursuits designed to enable them to achieve their goals. Dedicated coaching sessions shaped by NPM analytics, and which have their effectiveness measured over time, are also critical to driving employee performance. At all times, employees and their supervisors have visibility into KPI progress, providing both clarity and trust-building transparency.

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- Captures desktop activity and categorizes it by productivity value
- Captures process handle times, cycle times and completed tasks
- Identifies process breakdown by activity and specific application usage
- Provides robust visualization of desktop process data
- Provides performance related KPIs, trends and deep dive analysis
- Tracks employee engagement over time based on coaching and other activities
- Used to define and execute dedicated coaching sessions
- Measures coaching effectiveness by KPI

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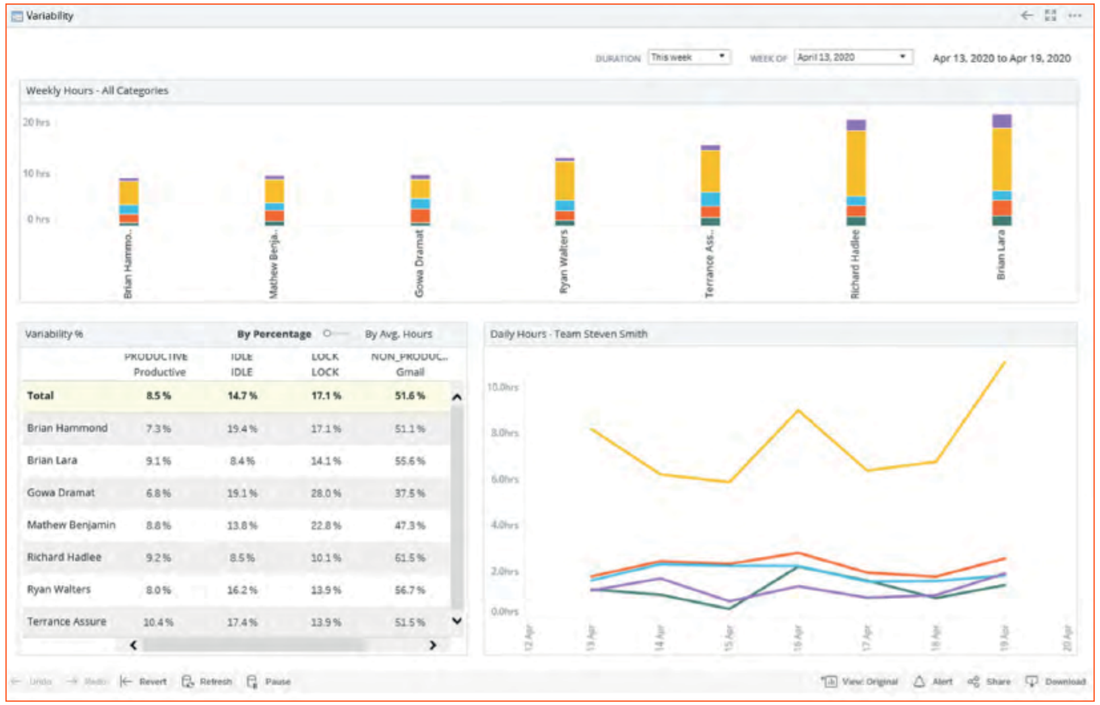
In-Depth Visibility Made Easy with Dynamic Dashboards

NICE's Back Office solution delivers the visibility your teams need. Out-of-the-box dashboards give supervisors and managers greater visibiity into employee activities, enabling them to quickly and easily see who is working productively and who isn't.

The latest version of the back office solution introduces five easy-to-use dashboards: Variability, Opportunity, Team Analysis, Employee Analysis and Application Drill-down.

Variability Dashboard: See Where Employees are Spending Their Time



	PRODUCTIVE Productive	IDLE IDLE	LOCK LOCK	NON_PRODUC... Gmail
Total	**8.5 %**	**14.7 %**	**17.1 %**	**51.6 %**
Brian Hammond	7.3 %	19.4 %	17.1 %	51.1 %
Brian Lara	9.1 %	8.4 %	14.1 %	55.6 %
Gowa Dramat	6.8 %	19.1 %	28.0 %	37.5 %
Mathew Benjamin	8.8 %	13.8 %	22.8 %	47.3 %
Richard Hadlee	9.2 %	8.5 %	10.1 %	61.5 %
Ryan Walters	8.0 %	16.2 %	13.9 %	56.7 %
Terrance Assure	10.4 %	17.4 %	13.9 %	51.5 %

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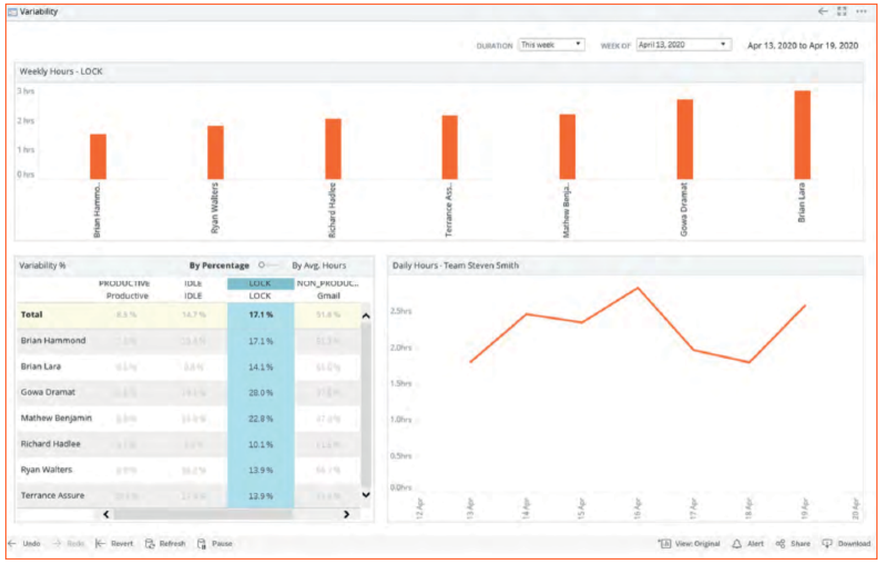
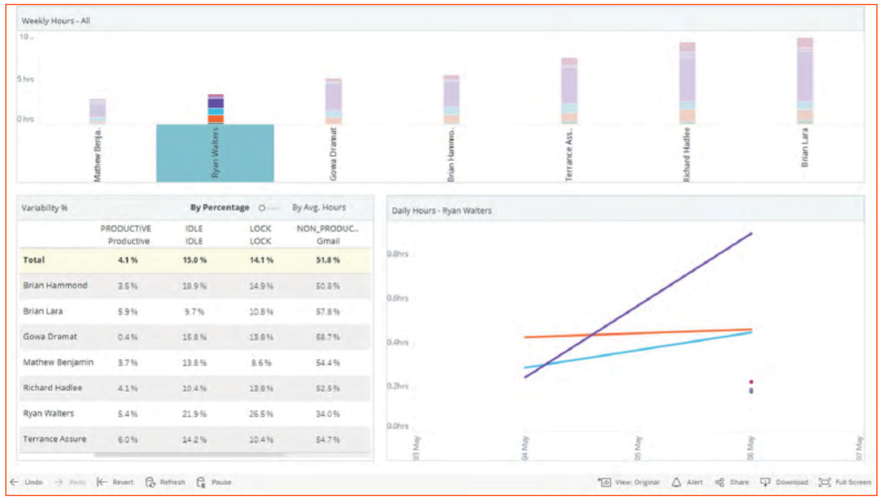
The dynamic Variability Dashboard gives supervisors the ability to view, at a glance, the variability between team members within productivity buckets, or categories (e.g., productive, idle, lock and non-productive time).

It provides both the percent of time spent in the category and the average number of hours spent in the category in a given week. This enables you to increase visibility into usage, identify outliers within categories, and isolate daily time distribution per category.



The Variability Dashboard enables you to drill down into outliers and learn where to focus coaching.

By looking at variability by employee, you can take a deeper dive into a how a specific employee is spending his or her time, the percentage of time spent in each category, and chart that employee's time use over the course of the week.



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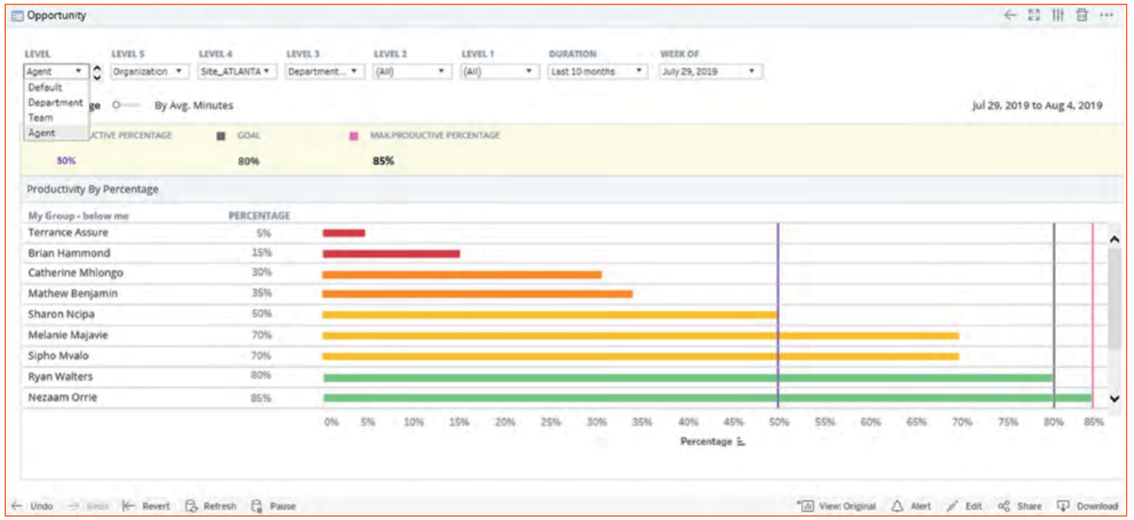
In contrast to many dashboards that provide role-based views of data, the Opportunity Dashboard enables managers and other executives to drill down from the highest level to the lowest level without having to change roles (i.e., to a supervisor or agent role) within the solution. It provides the opportunity to quickly identify where gaps in productivity exist.

Different menus offer varying levels of data aggregation, organized according to the organization's hierarchy. The selected level therefore determines how many employees will be included in the dashboard view.

The Opportunity Dashboard offers a wide variety of intuitive cross-sections. Colorcoded bars provide a visual indicator of how current productivity compares to the organization's goal. A red bar, for example, indicates the greatest distance from the productivity goal. You can view data by percent or minutes, and a chart shows each employee's performance relative to the team's goal, the team's average productivity (the average line), and the most productive team member (the maximum productivity line).



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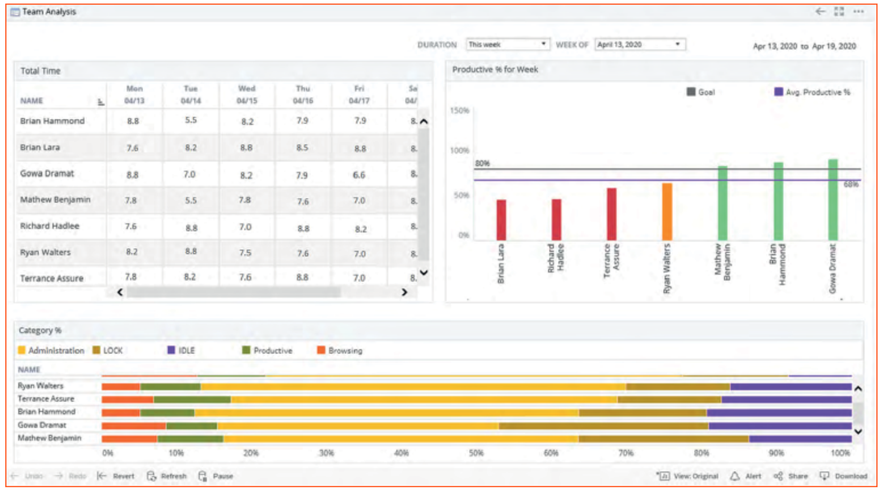
Team Analysis Dashboard: Identify the Employees to Focus On

The Team Analysis Dashboard enables supervisors to quickly see how productive their teams are and dive deeper into the applications they're spending the most time in.

A table view shows the collective time for each employee on a given day during the selected week. A color-coded productivity chart provides a visual reference for average productivity compared to goal productivity by employee, informing supervisors of the team members they need to focus on.

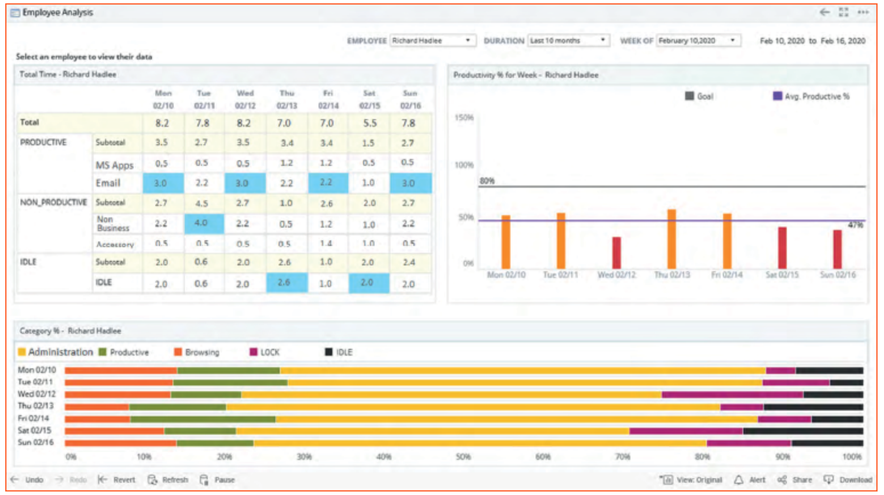
The dashboard also provides an additional level of detail related to the category of applications each employee was using.



Employee Analysis Dashboard: Analyze Productivity by Employee

The Employee Analysis Dashboard is similar to the Team Analysis Dashboard, but provides the ability to drill down by week and by employee. Supervisors can look at specific employees; an employee has access to this dashboard, but can only view his or her own information. This helps the employee self-manage performance.

This dashboard shows the total time per day for the selected employee, including a breakdown of applications within each productivity category. It provides a chart of the daily productivity percentage for the week, again in comparison to the team's average productivity and to goal productivity. It also includes a chart illustrating the selected employee's time per category for each day of the selected week, providing a quick view of outliers.



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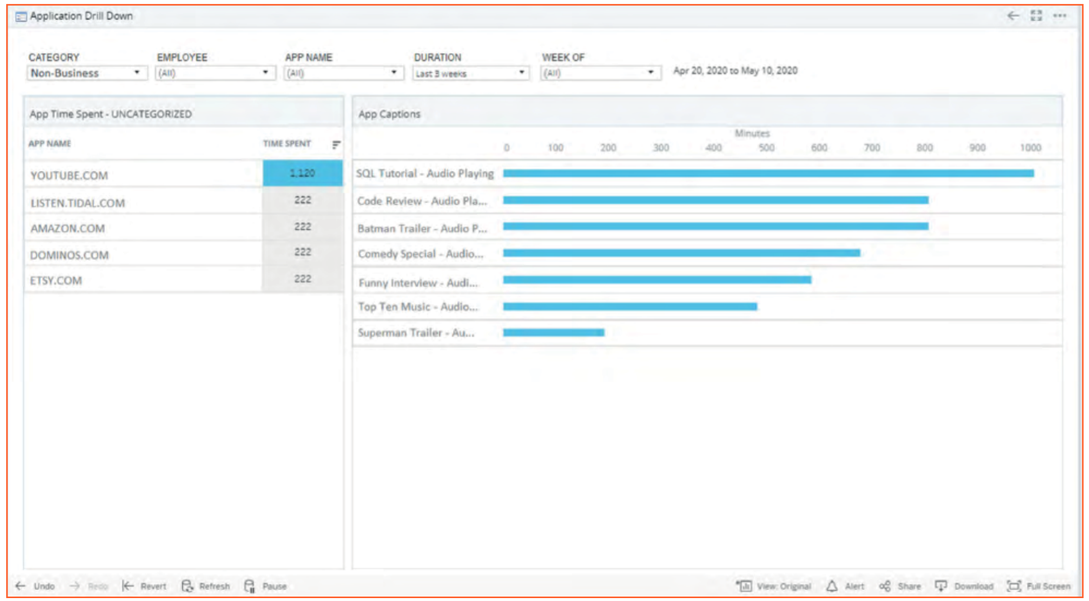
Application Drill-down Dashboard: See Which Apps are Used the Most

The Application Drill-down Dashboard displays the time spent by each employee using different apps, app categories, and app pages. To use this dashboard, the supervisor selects a category (for example, nonbusiness apps), an employee, a specific app, and the week he or she wants to focus on.

Supervisors can see a breakdown of specific pages accessed for that app, providing insight as to the productivity value of the site. For example, when an app categorized as non-business, such as YouTube, is used primarily to access business-related content, that likely indicates it is being used as part of training.

It is also possible to categorize specific pages—an SQL Tutorial, for example—as productive and leave everything else related to a given site categorized as nonproductive.



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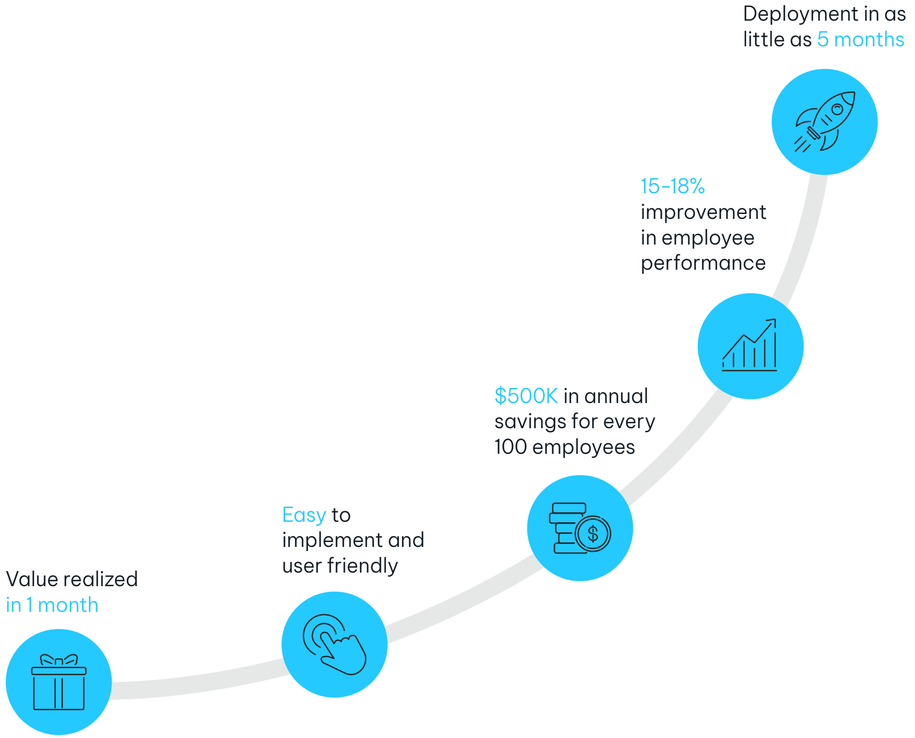
NICE Back Office unlocks a new level of ease in providing the information needed to understand how employees are spending their time—and to drive productivity. The results are greater efficiency, rapid value realization, and an exceptional customer experience.

The transparency and visibility NICE Back Office brings to any organization opens the door for managers to have meaningful, effective and focused interactions, helping their employees to be more productive, proficient and engaged in their day-to-day tasks. And, with the solution's scalability and easy extensions, it has the flexibility to grow and meet dynamic business requirements.



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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