

# NiCE Performance Management

Unlock your team's full potential with AI-powered performance insights, coaching, and gamification.

Performance Management makes it easy for supervisors and agents to track progress, stay motivated, and grow together. With clear performance data, personalized coaching, and fun gamification tools, teams stay aligned, engaged, and always moving forward.

Bringing all your metrics into a single view, Performance Management gives leaders and agents clear visibility into activity, productivity trends, and performance gaps. Embedded right into the CXone platform, these insights appear directly within the applications teams use every day – so coaching, gamification, recognition, and rewards become a seamless part of daily work.

With Desktop Discovery, managers gain unprecedented insight into how work gets done: what applications agents use, how time is being spent, and where inefficiencies may be hiding across front- and back-office teams, including remote employees.

Combined with unified dashboards from all company systems, personalized scorecards, and smart engagement tools, Performance Management becomes a strategic growth engine, empowering smarter decisions and better outcomes.

## Inspire agent improvement

Performance transparency empowers agents to own their results, track their progress, and improve with purpose.

- **Reduce supervisor effort** with automated scorecard updates, requiring fewer check-ins, and enabling more meaningful coaching.
- **Boost engagement** with gamified goals, social recognition, and a customizable reward storefront.
- **Guide agent behavior** through visibility into goals, performance progress, and peer recognition.

## Reach goals together

Connect teams to company-wide goals, using shared performance language and collaboration tools

- **Set aligned goals**, anchored in business priorities, across roles, teams, and tiers.
- **Foster a connected culture** with wallboards, competitions, and shared success celebrations.
- **Increase accountability** with visibility into KPIs across all levels of the organization.



## Key Benefits

**Gain full visibility** – View performance data from NiCE and third-party systems

**Unify data** – Combine CX insights for enterprise-wide transparency

**Empower leaders** – Get AI-driven performance insights for managers

**Get seamless insights** – Embed data into daily workflows

**Increase impact** – Use smart scorecards and dashboards

**Boost productivity** – Enable gamification and personalized coaching for agents

**Engage teams** – Drive motivation with social, competitive tools

**Spot trends** – Identify bottlenecks with Desktop Discovery

**Reward success** – Celebrate top performers with wallboards and storefronts

## Key features

- Prebuilt, customizable data integrations
- Drillable data hierarchies
- Desktop Discovery insights
- Performance dashboards with custom metrics
- Customizable, visually-engaging wallboards
- Generative AI-powered performance insights
- AI-driven gamification for agent motivation
- Personalized coaching for targeted support

## Maximize training roi

Understand what training really works – quantify outcomes and continuously refine development strategies.

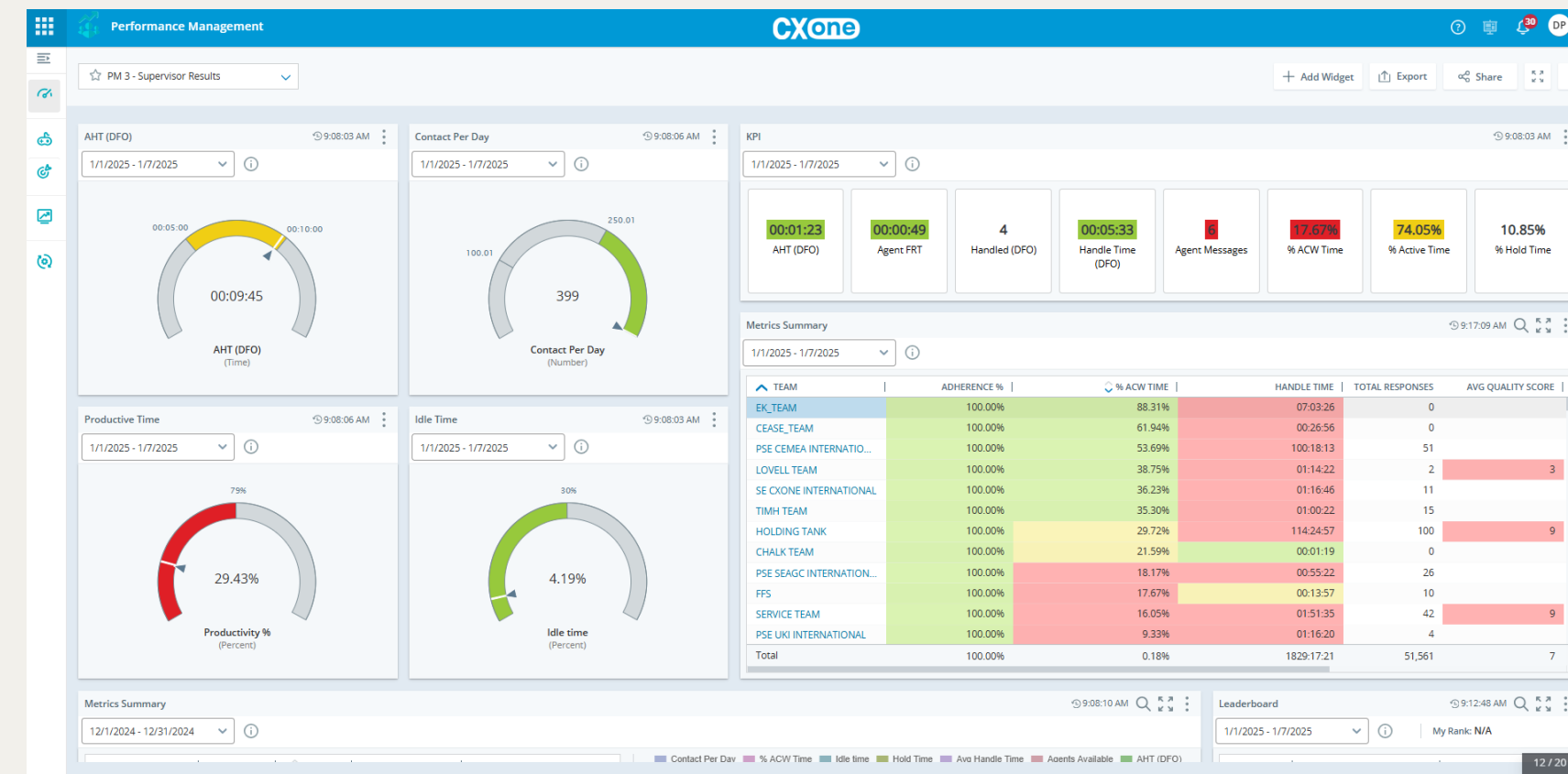
- **Pinpoint training needs** using performance trends and Desktop Discovery insights.
- **Measure coaching effectiveness** with before-and-after performance analysis.
- **Tailor coaching sessions** using each agent's performance patterns and activity data.

## Create one view of the truth

Unify data across systems – WFM, QM, CRM, and more – into a trusted, organization-wide view of performance. Performance Management insights are available directly in CXone applications, bringing performance, motivation, and recognition into the daily flow of work.

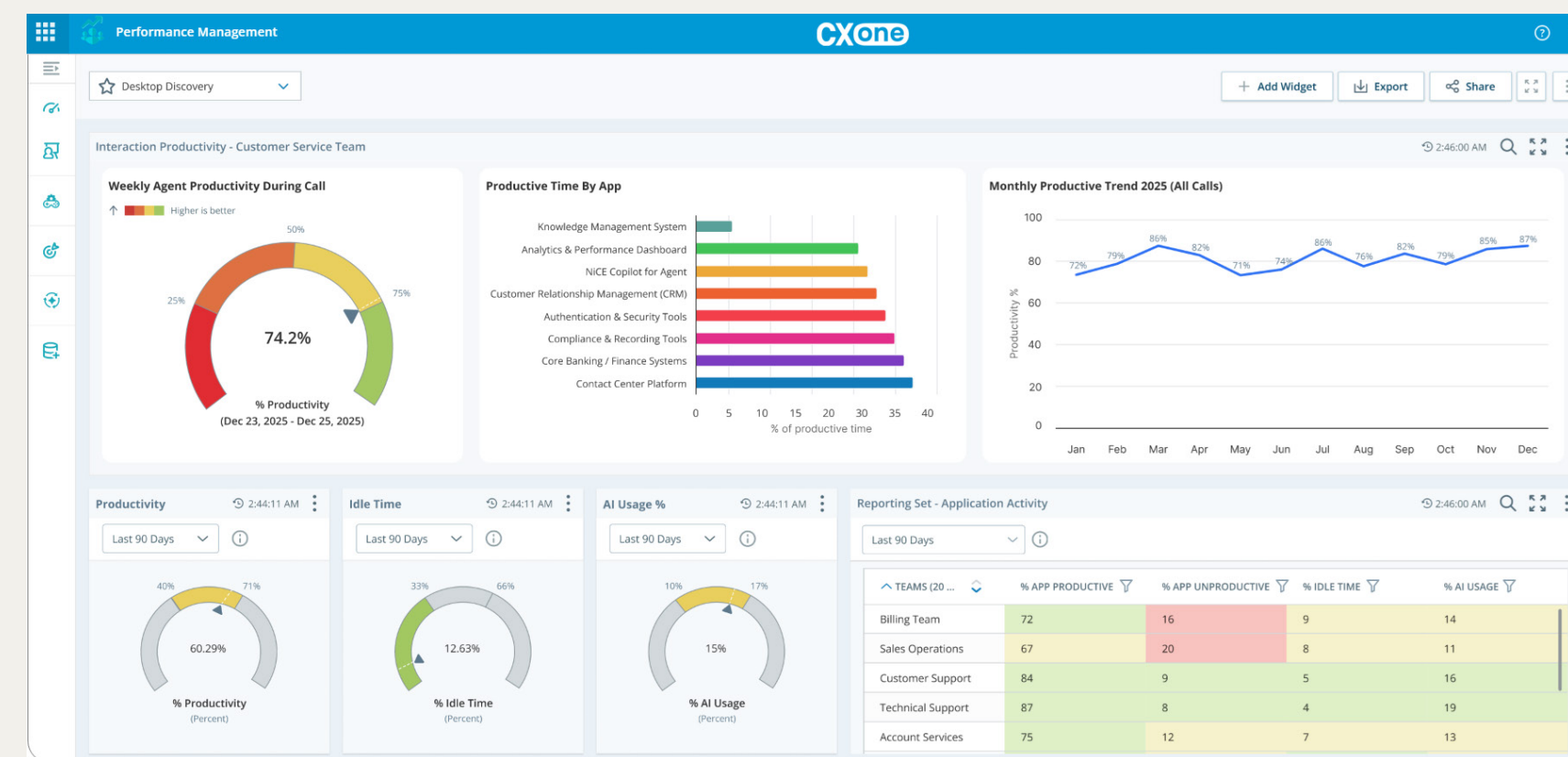
- **Act with confidence** using accurate, standardized performance data.
- **Expand visibility** beyond ACD metrics, by incorporating desktop activity and application usage.
- **Identify inefficiencies** and productivity gaps across remote and in-office teams.
- **Embed performance**, motivation, and recognition into the daily flow of work through CXone.

## Performance dashboard



Quantify performance at the individual, team, group, and organization levels.

## Desktop Discovery



Clear visibility and valuable insights into employee desktop activities.

# NiCE CXone

## About NiCE

NiCE is transforming the world with AI that puts people first. Our purpose-built AI-powered platforms automate engagements into proactive, safe, intelligent actions, empowering individuals and organizations to innovate and act, from interaction to resolution. Trusted by organizations throughout 150+ countries worldwide, NiCE's platforms are widely adopted across industries connecting people, systems, and workflows to work smarter at scale, elevating performance across the organization, delivering proven measurable outcomes.

[www.nice.com](http://www.nice.com)

Contact us

