CXone Mpower Performance Management

Have fun, crush your goals

All work and no play makes for an unhealthy contact center.

Inspire your agents and supervisors to own their performance and crush goals with CXone Mpower Performance Management. Give agents insights into how they're performing against individual and team goals in real time. Foster a fun and social environment where having fun and beating benchmarks go hand in hand.

Create a motivated world where performance is clear and development is personalized.complete experience.

Improve agent performance

Performance transparency helps agents see where they can improve. Gamification makes positive behavioral change fun and interactive.

- **Reduce supervisor workload**. Instant updates and visibility into 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 with 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.

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
- Get clear visibility into agent desktop activities
- Gain valuable insights about employee desktop behavior
- Identify productivity gaps for optimized operations

Features

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

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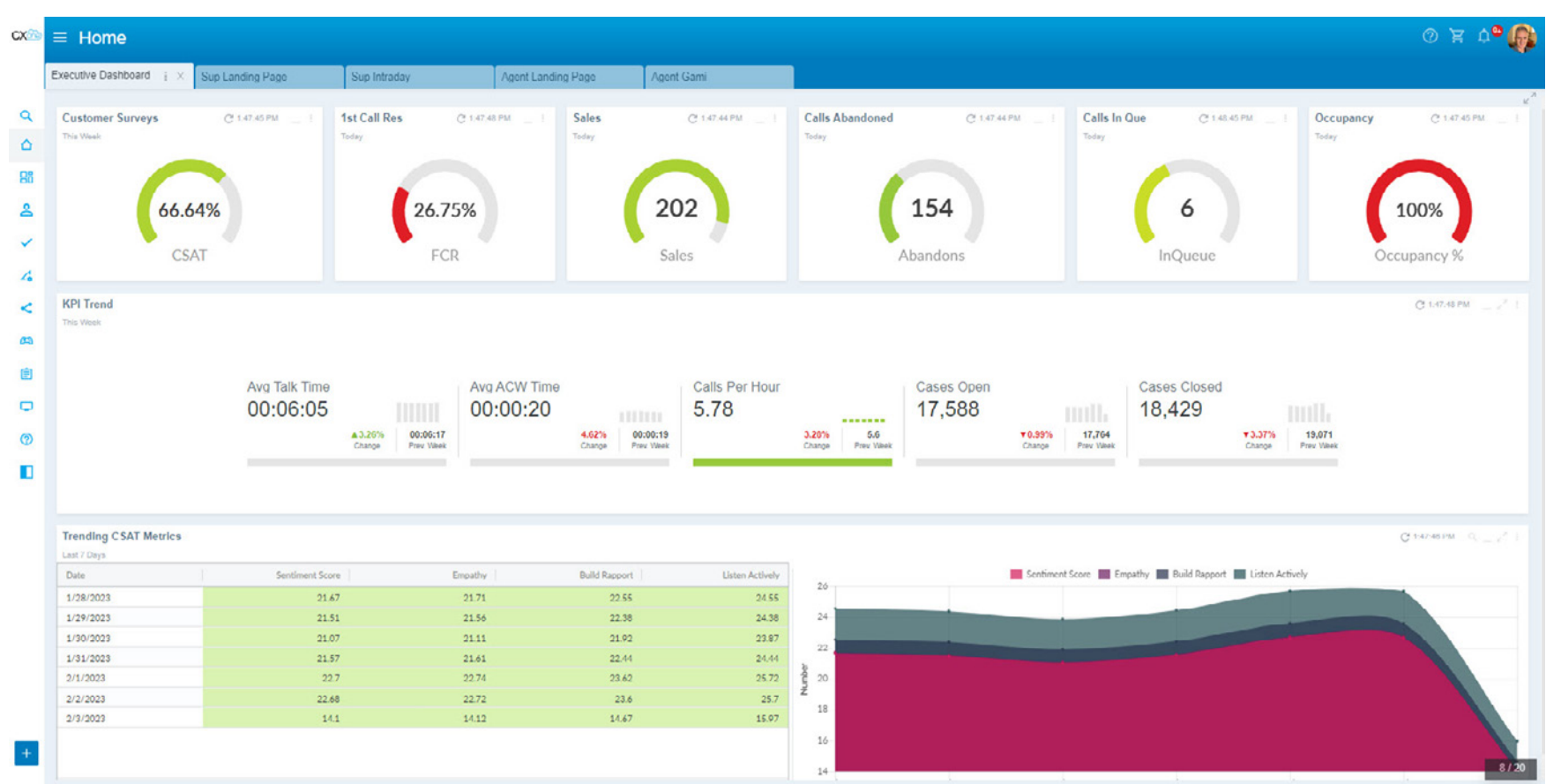
Dashboards quantify performance at the individual, team, group, and organization levels.

Desktop discovery
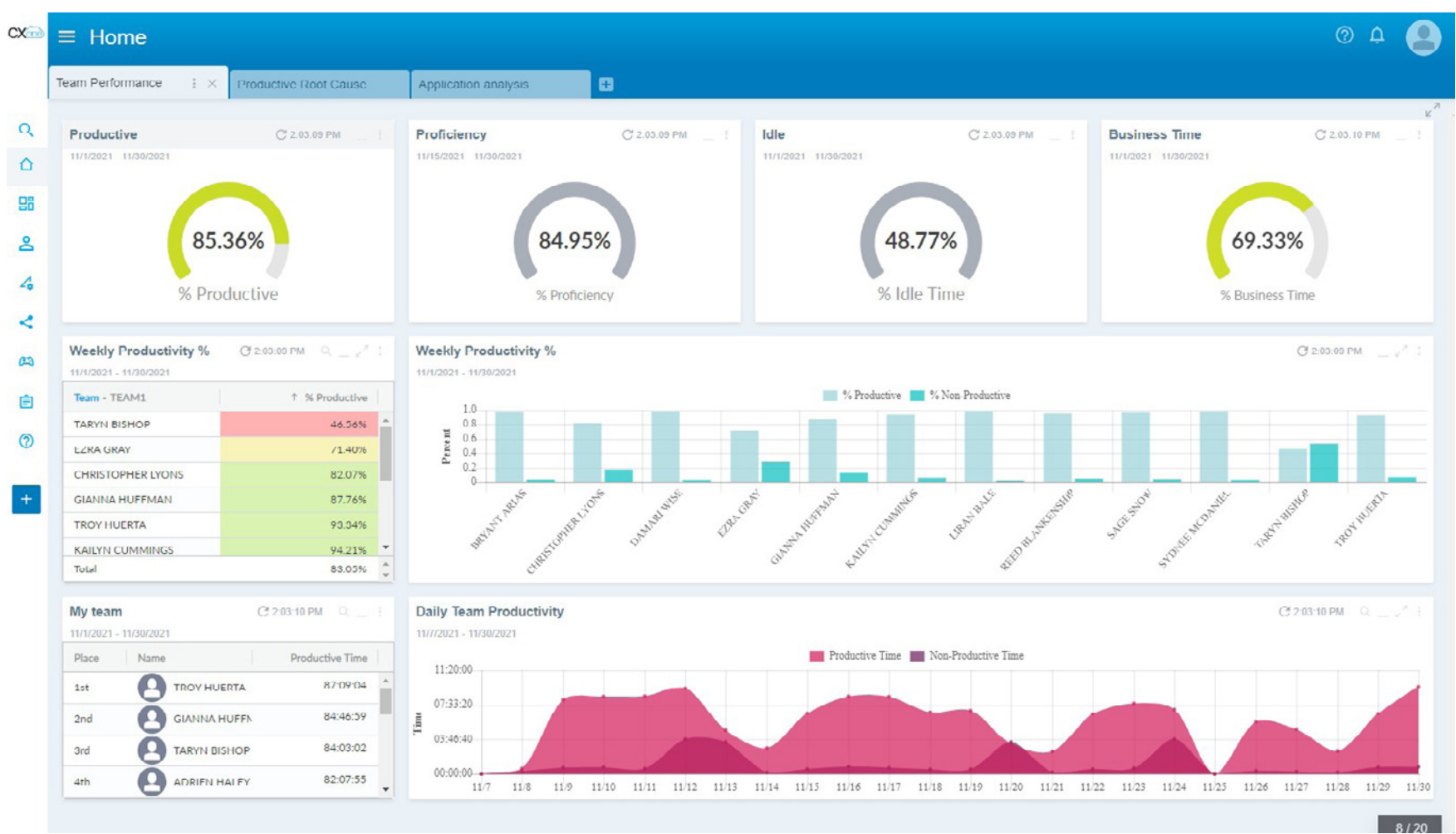
Clear visibility and valuable insights into employee desktop activities with desktop discovery.

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 productivitybased reporting beyond ACD stats by merging data from CRM and other business systems.
- **Gain valuable insights** into employee desktop behavior at a glimpse.
- **Identify productivity gaps** for optimized operations.