

10 THINGS TO REMEMBER ABOUT NICE CXONE PERFORMANCE MANAGEMENT

CONTACTS

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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.



CREATING A HIGH-PERFORMANCE CULTURE IN YOUR CONTACT CENTER

Introduction

CXone Performance Management inspires your employees to become more accountable for their own performance and to align closer with your organizational goals. This component of our Customer Experience solution brings multiple data sources together with customizable metrics and intuitive dashboards to provide transparency and continuous feedback in a social environment.

Performance Management gives agents and supervisors the insights they need to improve key performance indicators (KPIs). This, in turn, can elevate your customer experience (CX) by uniting your organization behind transparent CX goals. Here are 10 ways that our solution helps you to drive better employee performance—and, in turn, create exceptional customer experiences.

1. Capture performance data from any system or app

Access all relevant contact center performance data in one view, with metrics aggregated from all relevant data sources. You can monitor agent performance based on data extracted from all systems and apps, including CXone, Zendesk, Workday, Dynamics 365, ServiceNow, and Salesforce.

Look beyond quantitative productivity-based reporting based on ACD stats—leverage data from CRM and other business systems for qualitative insights.

2. Drive better performance from front to back office

Our performance management solutions provide the insights employees, supervisors, and managers need to measure performance across the front-office and back-office. This helps you to manage and motivate performance across all processes and operations that support the customer journey.

3. Measure and optimize performance in real time

Our application programming interfaces (APIs) mean that you can display team and individual performance metrics in real time as the underlying data changes. Supervisors and agents can respond to performance trends immediately, boosting customer satisfaction and employee engagement.

4. Reduce supervisor workload

Instant updates and visibility to agent scorecards means less time informing agents and more time coaching to move the needle.

5. Empower agents to self-manage performance

Agents can be empowered to manage their own performance, improving accountability. They can view dashboard information about how they're aligning with their key performance indicators (KPIs). The solution will also alert them when their metrics exceed or fall below your defined thresholds.

6. Tailor goals to different employee segments

With CXone Performance Management, it is easy to set different goals for different groups of agents. You can tailor goals for agents based on their role as well as according to attributes such as their level of experience.

7. Give employees direction for improvement

The solution can assign self-directed tasks, coaching sessions, training and interactive games to employees based on their historical performance. These tailored assignments can help them to improve their performance and achieve their goals. Give agents specific coaching by identifying their unique development needs.

22% of contact center managers name agent competence as a barrier to frictionless customer service; 19% cite reducing cycle and handling times.¹

8. Performance management done your way

CXone Performance Management is a highly flexible and customizable solution that you can tailor to the needs of your business. You have the freedom to set up and control KPIs, visualizations, leaderboards and trends in line with your unique requirements.

¹ Customer Contact Executive Priorities in 2023-2024, Customer Practice Management

9. Attractive wallboards offer a real-time window into performance

Attractive wallboards give your agents a visual overview of their performance in real time. This display tool creates accountability for your employees and provides an at-a-glance summary of your contact center's status.

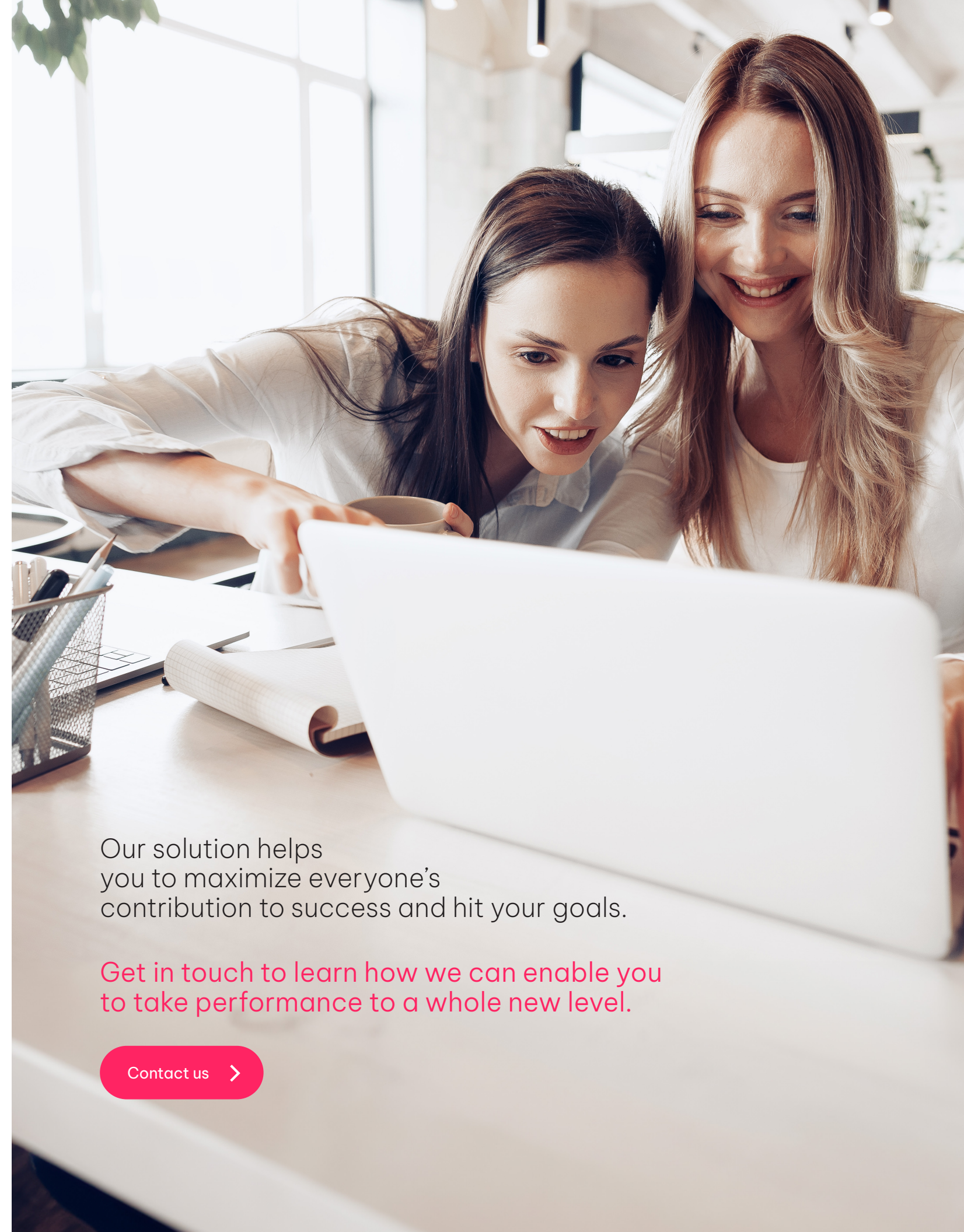
10. Gamification is embedded into the platform

Performance Management features integrated dynamic games that keep your employees engaged, motivate better performance, and let your team have fun while hitting their KPIs.

47% of agents believe that gamification improves their overall happiness and engagement levels.²

BENEFITS OF CXONE PERFORMANCE MANAGEMENT AT A GLANCE

- Make supervisors' lives easier and agents' jobs more fun
- Create a collaborative, high-performance culture
- Increase agent productivity
- Drive accountability with performance transparency
- Create enterprise-wide visibility into key performance metrics
- Gain visibility into agent desktop activities
- Understand employee desktop behavior
- Identify productivity gaps for optimization via automation, training and coaching



Our solution helps you to maximize everyone's contribution to success and hit your goals.

Get in touch to learn how we can enable you to take performance to a whole new level.

Contact us >

² NICE Agent Engagement, Internal Survey, 2022