

CXone Performance Management Roadmap

Spring 2021

Core

- Multiple Time Zone Support
- Multi-Factor Authentication
- In-Product Onboarding
- BPO Security

Dashboards

- Service Level Module
- Advanced KPI Module
- Time Format Selection

Wallboards

- KPI Widget
- Sharing

Gamification

- Milestone Game
- Intra-Day Games
- Supervisor Game
- Budgeting

Summer 2021

Core

- Standard SSO SAML
- Product Specific Templates (dashboards, games, surveys, etc.)

Dashboards

- Dark Mode Theme

Wallboards

- Games View

Gamification

- Marketplace Item
- Attributes (size, color, type)

Integrations

- CXone Feedback Manager
- CXone Digital First

Fall 2021

Core

- Real-Time Notifications

Dashboards

- Current Contacts Advanced
- Settings
- Supervisor View of Challenges

Wallboards

- Challenges View
- Updated Racing Slides

Gamification

- Team Games
- In-App Trials

2022

Core

- Onboarding Flow for System Admin

Dashboards

- Event Engine
- Interval Chart
- Coaching Module (trending KPIs)
- IVR Module
- Auto-Metric Form Creation
- Self-Onboarding
- Metric Tag Security
- FTP Subscriptions

Wallboards

- Additional Wallboard Slide Types
- Slide Style Updates

Gamification

- Team Games