

Five9 Performance Dashboard

Fall 2020 Release

This new release was designed to improve agent engagement and simplify processes within Five9 Performance Dashboard. Learn more about the latest features below.

Updates

Connect 3

Incentivize agents to be more well-rounded by connecting three metric goals in this new game.

Metric Selector Redesign:

Select metrics more easily with a simplified design.

Redesigned Module Settings Menu

Manage module settings with a new, sleek slide-out that is easier than ever to navigate.

Profile Header Update

Access a new profile header that houses all your main functions like “logout,” “profile access,” and “language” in one location.

Avatar Gallery

Create a social environment with a new avatar gallery where users can view team members' avatars (as access is given).



If you have any questions about the latest release or would like to learn how to incorporate it into your demo, please reach out to your ClearView channel sales manager!