

Five9 Reporting vs. Five9 Performance Dashboard

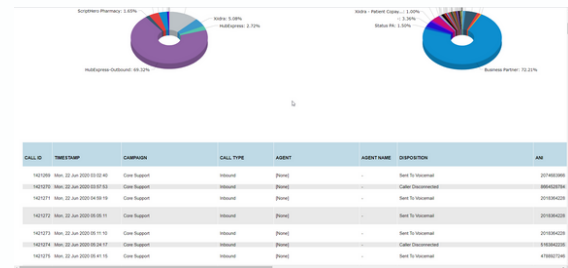
Five9 has five flavors of reporting: Standard Reports, Custom Reports, Dashboards, Supervisor Plus and Five9 Performance Dashboard. Here's what you need to know about all five.

Five9 Reporting

Standard Reports

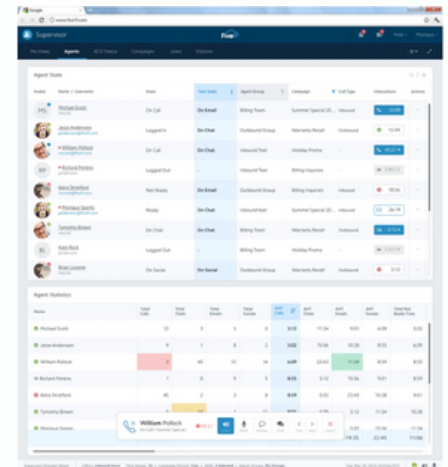
Standard reports have basically been a requirement since the beginning of CCaaS. They are expected with any CCaaS platform to gain certain levels of visibility but aren't considered very flexible.

Five9 standard reports consist of 100+ out-of-the-box reports that help gain quick access to basic contact center information like queues, agents, contacts, etc. The reports are functional and a good starting point, but don't help differentiate Five9 from competitors.



Custom Reports

Five9 custom reports can be created with more than 100+ ACD metrics that can be compiled and put into report templates, data columns, grouping, time periods and dashboards. With this feature, Five9 can pull ACD metrics to report on interactions, chats, emails, phone calls, etc. However, data from CRMs and other Five9 products is either very limited or inaccessible through Five9 custom reports.



FEATURE COMPARISON

Five9
Performance
Dashboard

Five9
Reporting

 Real-Time Feedback	✓	✓
 Manager/Exec-Level Dashboards	✓	✓
 Agent-Level Dashboards	✓	✓
 Gamification	✓	
 Customizable Wallboards	✓	
 3rd Party Data	✓	
 Historical Reporting	✓	✓
 Announcements & Work Aids	✓	
 Surveys	✓	
 Pre-Built Integrations	✓	
 Drillable Data Hierarchies	✓	Limited & Manual
 Agent Attributes	✓	
 Transaction-Level Data	Coming Fall 2020	✓
 Virtual Marketplace	✓	
 Report Scheduling & Sharing	✓	✓

USE CASE COMPARISON

It's important to know when to stick with Five9 Standard Reporting and Dashboards and when to add-on Five9 Performance Dashboard to a deal. Discover the use case for each reporting tool below.

Five9 Reporting

Comes with the purchase of Five9

Five9 standard reporting is a good solution for small contact centers who only need to access ACD data. If the call floor is small and easy to manage then standard reporting will do the trick. It's also good for companies in that category with budget restrictions.

Five9 Supervisor Plus

Add-on

Five9 Supervisor Plus is a good solution for supervisors who need to manage operations quickly and efficiently. It is also a great tool for supervisors to coach and monitor agents.

Five9 Performance Dashboard

Add-on

Five9 Performance Dashboard is nearly a necessity for any medium to enterprise-size contact center. It's the most efficient way to communicate contact center data to every level of the organization. When contact centers have hundreds or even thousands of seats they need to have a method of giving agents real-time feedback on their performance across the board. It is also considered highly important to any remote contact center. Its purpose is to aggregate data in real-time, create enterprise-wide visibility, engage agents and reduce attrition.