

Five9 Performance Dashboard **Summer Release & Hot Fix**

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 your agents to prove they are well-rounded by connecting three metric goals in this new game.

Metric Selector Redesign:

Select your metrics more easily through a simplified design.

Module Settings

Give everyone the information relevant to their role by disabling certain metrics in the selector based on their level.

Profile Header Update

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

Avatar Gallery

Create a social environment with the new avatar gallery where you can view your 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!