What's the Difference?

Two Great Products. A Few Good Things to Know.

Features	Performance Dashboard (ClearView)	Workflow Automation (Whendu)
Real-Time Feedback	✔	✔
Manager/Exec-Level Dashboards	✔	✔
Agent-Level Dashboards	✔	
Gamification	✔	
Customizable Wallboards	✔ Comprehensive wallboard management capabilities	✔ A dashboard can be shown on a large-format display.
3rd Party Data	✔	✔
Work-Aids & Surveys	✔	
Automated Workflows		✔
Digital Outreach		✔
Social Network Monitoring		✔

Use Cases

Performance Dashboard

Providing real-time data and reporting through role-based dashboards across all levels of an organization – agents, supervisors, managers, and line of business professionals

Fostering autonomy among agents with personalized dashboards across all KPIs

Recognizing top performers and broadcasting real-time/historical data on dynamic Wallboards

Engaging agents by gamifying data and automating awards, coins, gems, and badges

Visualizing performance at an individual, team, group, and organizational level

Workflow Automation

Reducing integration effort and expense through prebuilt system integrations with 50+, out-of-the-box connections to common business systems and applications, including CRM, service management, databases, cloud storage, AI, and others.

Automating workflows within Five9 and across other business systems

Using SMS, email, or social channels to proactively reach out to customers

Addressing unexpected increases in contact volumes by automatically moving agents where needed

Tailoring outreach according to customer communication preference, business priority, issue urgency, etc.

This document was built to help identify the differences between Performance Dashboard and Workflow Automation. It's important to understand the different use cases between the two products so that you know how to support your customers best.