

# What's the Difference?

Two Great Products. A Few Good Things to Know.

Features	Performance Dashboard	Supervisor Plus
 Real-Time Feedback	✓	✓
 Manager/Exec-Level Dashboards	✓	✓
 Agent-Level Dashboards	✓	
 Gamification	✓	
 Customizable Wallboards	✓	
 Freeze Agent Screens		✓
 Listen to Call Recordings		✓
 Historical Feedback	✓	
 Multi-Conditional Alerts		✓
 Omnichannel Chats		✓
 Surveys	✓	
 Pre-Built Integrations	✓	
 Drillable Data Hierarchies	✓	

## Use Cases

### Performance Dashboard

Foster autonomy among agents with personalized dashboards across all KPIs

Recognize top performers and broadcast real-time/historical data on dynamic Wallboards.

Aggregate data from all your disparate sources to create one source of truth

Build dashboard templates and share views immediately

View historical data and real-time data on the same dashboard

### Supervisor Plus

Manage operations quickly and efficiently from a supervisor level

Start and stop campaigns, reset list dispositions, and manage agent skills as a supervisor

Share best practices and help improve reporting among supervisors

Coach and monitor agents

Supervise an omnichannel contact center

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