CXone Performance Management Fall Release 2020

Dashboard Updates

Roles Page
Simplified flow for creating and maintaining Roles

Form Scores Module
Module that brings the Scores Page functionality to the dashboard

Current Agent States - Custom Color
Allow custom colors to be set per module on unavailable states

CXone Theme
Enjoy a unified interface with a new CXone theme

Proficiency Module
Experience Proficiency Based Routing in a module rather than a widget

Dashboard List
Use one AG Grid and category as a column

New Dashboard button on Slide-Out
New button on slide-out to improve user experience

Dashboard Master Filter
New filter can apply changes to groups and dates to every module on the dashboard at once

Login/Logout Module
Dashboard module to show reporting around agent logins and logouts

Subscription Management
Users will be able to manage both dashboard and module subscriptions in one place. Role setting will allow Admin-type users to manage every dashboard and module subscription

Wallboard Updates

Wallboard Text Editor
New rich text editor to the custom text module

Wallboard Summary Total Row
Option to include a total row on the summary slide and summary module

Wallboard Racing Stack Ranking
Option to order racers from first to last

Wallboard Landing Page Update
It is now a sleek table view

Gamification Updates

Games Landing Page
Better flow to match other areas of system

Games Reward Estimator
Estimate what a game might payout based on previous metric data

Same-Day Challenges
Allow an agent to create a challenge that starts that same day

Connect All Game
Agents must complete every square to earn reward