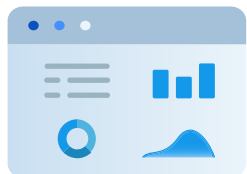


CXone Performance Management

ONBOARDING

Prior to Go-Live:



3 Dashboards

Each customer will receive three custom dashboards using KPIs. There will be a dashboard made for an admin, supervisor and agent (if applicable).



2 Training Videos

Each customer will be given access to two personalized training videos to learn basic information before their “go-live” training begins.



1 Wallboard

Each customer will receive one custom Wallboard using real-time metrics and modules.

What to expect during onboarding?

1

The first training will consist of learning how to navigate Dashboards, including modules and filters. It will also include training on sharing, subscriptions and the support tab.

2

The second training will go in-depth about metrics, objectives and Wallboards.

3

The third training will include training on roles, users, profiles, custom data imports and admin overview.

4

The fourth training will consist of a breakout session, agent/manager dashboard overview, Q&A and transition prep.

5

The fifth step is a transition call where the customer will be transitioned to ongoing support. If they have bought additional packages such as gamification or coaching, they will receive additional training.

Questions? Let us know.