CXone Reporting and Dashboards vs. CXone Performance Management

NICE inContact has four flavors of reporting: Pre-defined Reports, Custom Reporting Templates, CXone Dashboards and CXone Performance Management. Here's what you need to know about all four.

CXone Reporting & Dashboards (Standard)

Pre-defined Reports

Pre-defined reports have basically been a requirement since the beginning of CCaaS. They are expected with any CCaaS platform to gain certain levels of visibility but aren't considered very flexible.

NICE inContact pre-defined reports consist of 90+ out-of-the-box reports that give quick access to basic contact center information. The reports are functional, but don't help differentiate NICE inContact from competitors.

Custom Reporting

CXone custom reports can be created with more than 250+ ACD metrics that can be compiled and put into templates. With this feature, NICE inContact can pull ACD metrics to report on interactions, chats, emails, phone calls, etc. However, data from other CXone products and CRMs is either very limited or inaccessible through CXone custom reporting.

The custom reports are easy to manage with simple check boxes and the option to hover over metrics to show a brief summary of how it's calculated.

Dashboards

NICE inContact can display most of the same metrics from pre-defined reports and custom reports as widgets on easy-to-read dashboards.

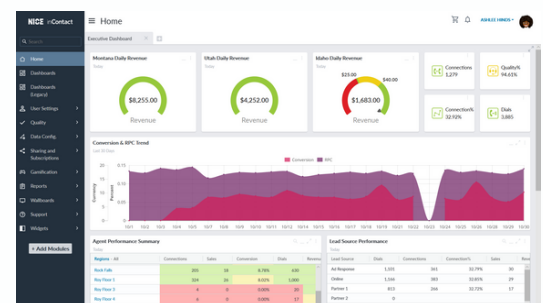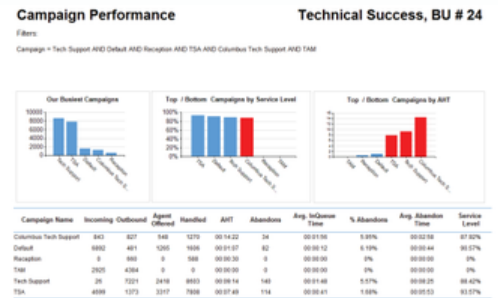## CXone Performance Management (Add-on)

Advanced Reporting & Dashboards

With CXone Performance Management, advanced dashboards aggregate customizable metrics and KPIs into a sleek view to offer real-time and historical reporting from agent to executive level.

While standard reporting simply gives a pulse on how a contact center is performing, CXone Performance Management takes that feedback and helps improve upon it.

CXone Performance Management was built to aggregate third party data. It provides the best reporting on IEX, Engage, QM Pro, Feedback Manager (ECHO), Salesforce and even homegrown systems

CXone Performance Management also has proficiency-based-routing, gamification, coaching and wallboard capabilities.

FEATURE COMPARISON

	CXone Performance Management	CXone Reporting & Dashboards
Real-Time Feedback	✓	✓
Manager/Exec-Level Dashboards	✓	✓
Agent-Level Dashboards	✓	✓
Gamification	✓	
Customizable Wallboards	✓	
3rd Party Data	✓	
Coaching	✓	
Historical Reporting	✓	✓
Announcements & Work Aids	✓	
Surveys	✓	
Pre-Built Integrations	✓	
Drillable Data Hierarchies	✓	Limited & Manual
Proficiency Based Routing	✓	
Agent Attributes	✓	
Transaction-Level Data	Coming Fall 2020	✓
Virtual Marketplace	✓	

USE CASE COMPARISON

It's important to know when to stick with CXone Standard Reporting and Dashboards and when to add-on CXone Performance Management to a deal. Discover the use case for each reporting tool below.

CXone Reporting & Dashboards

Comes with the purchase of NICE inContact

CXone Standard Reporting and Dashboards is a good solution for SMB contact centers that only need to access ACD data. If the call floor is small and easy to manage then standard reporting will do the trick. It's also good for companies in that category with budget restrictions.

CXone Performance Management

Add-on

CXone Performance Management is nearly a necessity for any enterprise-size contact center. It's the most efficient way to communicate contact center data to every level of the organization. When contact centers have hundreds or even thousands of seats they need to have a method of giving agents real-time feedback on their performance.

It is also considered highly important to any remote contact center. Its purpose is to aggregate data in real-time, create enterprise-wide visibility, engage agents and reduce attrition.