

CXone Performance Management

Digital First Integration

Solution Description

This is a partner integration that pulls the metrics outlined below from NICE Digital First into the CXone Performance Management system. This will allow you to view Digital First metrics on dashboards and wallboards.

Description of Services

Deliverables:

1. Establish connection to Digital First using their API data connection
2. Create metric definitions and imports for Digital First

Connection Guidelines:

1. Credentials must be created by partner/client.
2. CXone Performance Management needs to receive credentials from step 1.

Reporting Guidelines

1. All Digital First reports will be historical
 - Historical data typically refreshes on a 5-7 minute cadence

Metric Guidelines

1. Only the Digital First metrics that are provided by the partner will be included as “standard” for integration completion
 - Variations of standard metrics can be made available to customers at no additional charge
2. Digital First metrics will be assigned to the hierarchy based on the corresponding ACD contact record.
3. Any additional metrics required will be considered “custom”
 - Custom metrics will need to be scoped out by a database specialist
 - Custom metrics will require PS hours to be completed
 - Custom metrics will NOT begin until the standard integrations is completed and accepted by the customer

Partner Responsibilities

1. Assign named Professional Services resources to the implementation team for this engagement to include the following:

Project Coordinator

- Coordinate and manage partner resources that work with Customer Project Manager and CXone PM team.
 - Issue communication on project status
2. Finalize project timeline for Go-Live launch of CXone Performance Management.

Completion Milestones:

1. Credentials created by partner/client
2. Digital First imports turned on
3. Standard metrics built

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Customer Responsibilities

None (these are partner integrations, and very little is expected from the customer)

CXone Performance Management Responsibilities

- 1.** Turn on Digital First imports
- 2.** Build standard Digital First metrics
- 3.** Conduct internal integration testing
- 4.** Conduct internal validation testing

View Standard Metrics on the following page.

Metric Name
Agent Responses
Average Agent Responses
Average Customer Response
Average First Response Time
Average Resolution Time
Case Count
First Response Time
Message Response Time
Negative (Cases)
Negative (Messages)
Neutral (Cases)
Neutral (Messages)
Positive (Cases)
Positive (Messages)
Resolution Time
Unread Messages