Five9

Performance Dashhboard

Performance Management
For the Modern Contact Center

Make Data-Driven Decisions

Five9 Performance Dashboard enables contact centers to spot trends, avoid performance slumps and make swift, confident decisions that empower agents to succeed. By measuring and motivating key behaviors, contact centers will operate in a more predictable, autonomous environment where both performance objectives and employee satisfaction are reached.

Build User-Friendly Dashboards in Minutes

User-friendly dashboards aggregate customizable metrics and KPIs into a sleek view and offer direct, continuous feedback to the right people at the right time.

Cloud Based:
Connect to your agents anywhere, any time.

Shareable Dashboards:
Modify and publish updates across the board

Unlimited Data Aggregation:
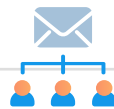Access ACD, QM, WFM, CRM and CSAT in one place

Real-Time and Historical Data: View & retrieve data for analysis and optimization

Personalized Performance Goals: Set and track unique goals for agents and teams

Automated Subscriptions:
Schedule reports to be emailed routinely

Agent Attributes:
Treat every agent as the unique individual they are

Easily Configurable:
Save time – build with no code

System Templates:
Easily implement, develop and change

Main Benefits

- Increase employee satisfaction
- Decrease employee attrition
- Increase operational efficiencies
- Decrease supervisor workload
- Increase customer satisfaction

Vibrant Wallboards Transmit Information to Every Screen

Whether you're celebrating wins, showing call queues or highlighting the employee of the month, Wallboards will give your floors the upgrade (resuscitation, renovation) you've been waiting for.
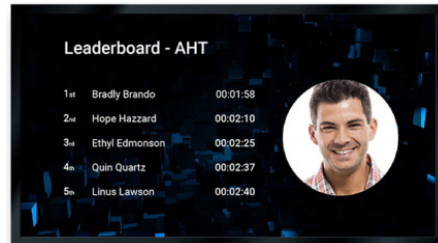
Always-on Approach

Wallboards enable you to design a visual contact center in three simple steps: create, save and share. By making the most important information accessible to everyone, teams can proactively contribute to organizational growth.

Easy to Build, Easy to Use

With our simple Drag-and-Drop interface, building wallboard slides is a snap; even if you're not the most tech-savvy individual. Choose from several of our themed templates and get started right away.
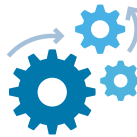
Sustainable Gamification Drives Agent Engagement

Gamification creates a culture of healthy competition, accountability and fun in a way that is not only sustainable, but energizing. Watch as agents engage in head-to-head challenges, supervisors compete one team vs. another and everyone works toward a common goal.
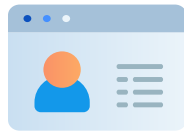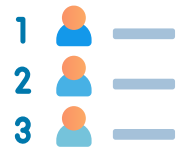
Command Center	User Profiles	Rules Engine	Marketplace	Leaderboards

Badges	Experience Points	Virtual Currency	Challenges	Avatars

What Customers are Saying

"What we've found is that agents seeing performance in real-time is much more effective than us coming back a week later and telling them what we wish they would have done different"

"The biggest thing I've heard is that their day goes by faster because they are having a bit of fun instead of just repeating the same monotonous tasks and waiting for break time to come."

"By reducing time building reports, it's like having another man on the team!" The time saved building reports panned out to equal a 50% reduction in manual report generation."